



CONTRA COSTA COUNTY REENTRY NETWORK

Network System Manual & Operations Plan

August 2017



Prepared & developed by HealthRIGHT 360 in partnership with Emerald HPC International, LLC





CONTRA COSTA COUNTY REENTRY NETWORK

ACKNOWLEDGEMENT

HealthRight 360 would like to extend its sincere gratitude and appreciation to all who have contributed to the development of this Network System Manual and Operations Plan. The Manual will serve to standardize operational procedures system-wide and the Plan will act as a roadmap and guide towards integrating the county's reentry services system-wide. The document is meant to be dynamic and able to integrate on-going future legislative shifts within the field on a real-time basis.

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And, finally, we offer our heart-felt appreciation, acknowledgement and respect to Emerald HPC International, LLC for their stewardship, expertise and counsel leading to the completion of the Manual and Plan.

Overall, HealthRIGHT360 is indebted to the County of Contra Costa for the opportunity to join a team of dedicated professionals in the area of human services.



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Glossary of Abbreviations

AC	Administrative Coordinator
BOS	Board of Supervisors (Contra Costa County)
CAIS	Correctional Assessment and Intervention System™
CBO	Community-Based Organization
CCCOE	Contra Costa County Office of Education
CCP	Community Corrections Partnership (Contra Costa County)
CDCR	Department of Corrections and Rehabilitation (State of California)
CFS	Children and Family Services
DA	District Attorney
DPC	Dialogue for Peaceful Change
DPO	Deputy Probation Officer
FBO	Faith-Based Organizations
FOC	Field Operations Coordinator
HPC	High Performing Communities Framework™
HR360	HealthRIGHT360
I.D.	Identification
ISP	Individual Service Plan
MN	Mentor-Navigator
MOU	Memorandum of Understanding
M/VC	Mentor/Volunteer Coordinator
NM	Network Manager
NWD	“No Wrong Door”
ORJ	Office of Reentry and Justice (Contra Costa County)
PD	Public Defender
RR	Returning Resident
RTS	Reentry Transitional Specialist
SSC	Social Security Card
STOP	Specialized Treatment for Optimized Programming
SUD	Substance Use Disorder
SWS	Social Work Supervisor



1.0 NETWORK SYSTEM MANUAL

1.1 Introduction

In 2011, the California State Legislature passed the Public Safety Realignment Act, commonly referred to by its bill number – AB 109, in an effort to respond to the overcrowding crisis in the state prison system. The Realignment legislation transferred the custodial and supervisory responsibilities of individuals convicted of specific low-level offenses (non-violent, non-serious and non-sexual) from the California Department of Corrections and Rehabilitation (CDCR) to counties.

Specifically, Contra Costa County embarked upon a mission to establish a reentry system, prior to the passage of AB 109, which would respond to the needs of formerly incarcerated residents returning to their communities. Through the local implementation of AB 109, Contra Costa County has strived to develop and implement systemic coordination of evidence-based strategies targeted to the County's reentry population. In doing so, the County's Community Corrections Partnership (CCP) and the Board of Supervisors (BOS) approved in 2014 the *Plan for the East and Central County Networked System of Services*, commonly referred to as the Network Plan.

The plan, created in alignment with the *Service Delivery Model* developed by the CCP and the goals established by the *Contra Costa Reentry Strategic Plan*, was designed to develop a networked system of services as a coordinating hub for multiple community-based resources and service provision to local residents returning home from incarceration, and to support successful community reintegration.

Through the implementation of the Network Plan, the County has established a network system of reentry services known as the Contra Costa Reentry Network (the Network). Individuals returning from incarceration to East and Central County communities are eligible for receiving services offered through the Network. The Network is dedicated to providing integrated, whole-person care designed to optimize successful outcomes and to reduce recidivism. Core services include Transitional Housing, Substance Use Disorder and Mental Health linkages, Peer Mentoring, System Navigation, Educational Opportunities, Vocational Preparation and Placement, Family Reunification and Legal Aid.

This manual is created to inform the Network's reentry system partners and the County's institutional actors of the roles, responsibilities, and procedures involved while serving returnees who access resources through the Network. The manual takes into consideration the varying protocols and policies of individual agencies, and thus any protocol identified in this manual is subject to modification as authorized by the Contra Costa County's Office of Reentry and Justice and the County's Probation Department in order to meet the shifting needs of the County and the targeted population. Further, allowances may be made on an individual, case-by-case basis as justified by a participant's specific needs or situation.

1.2 Reentry Network Vision, Mission, and Guiding Principles

1.2.1 Strategic Vision

The Reentry Network **envision**s an established successful and sustainable collaborative system of reentry services that integrates public, private, and community-based resources and creates new pathways for healing and stability for returning residents and their families.

1.2.2 Mission

The Reentry Network's **mission** is to assist returning residents as they reintegrate back into the community by providing them with system navigation and holistic linkages to peer mentoring, educational and vocational opportunities, employment support, housing, mental health and substance use



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disorder (SUD) treatment, and family and community reunification.

The Reentry Network believes this approach will ultimately reduce recidivism and improve the quality of life for returning residents, their families, and their communities.

1.2.3 Guiding Principles

1. We value returning residents and strive to ensure they are reintegrated and restored into community.
2. We support highly trained community volunteer mentor/navigators who connect with returning residents and increase their access to needed services.
3. We facilitate and invest in collaboration that is real and meets the needs of returning residents and the community. Genuine, effective collaboration is critical and requires interlocking responsibilities.
4. We foster accountability and personal responsibility for returning residents in getting back on the path to a healthy, law-abiding, and productive life.
5. We engage in mutual accountability across agencies, service providers, and community volunteers for our collective actions and provide assistance and work collaboratively with partners to improve service provision to returning residents.
6. We build upon community assets by utilizing existing resources efficiently, connecting multiple services seamlessly; providing training to build capacity; measuring performance to ensure impact; and fostering community ownership and commitment to ensure sustainability.
7. We recognize that reentry begins at incarceration and ends when the returning resident has been successfully reintegrated and restored in his or her community.

1.3 Achieving Success for Contra Costa County's Returning Residents

Establishing a core set of goals for improving the lives of returning residents and their families is vital to the success of the reentry system and the County as a whole. This requires a commitment to the long-term visioning of successful reintegration that can be achieved among this population. When services are coordinated and integrated, and progress measurements are defined, a powerful transformation for this population can be realized and sustained.

Below is a listing of measurable outcomes for client success. *(The full list of outcomes with accompanying indicators is attached in Appendix 2.1: Reentry System Interagency Outcomes and Activities.)*

1.3.1 Measuring Successful Outcomes for the Reentry Population

1. Returning residents transition to community and are provided with resources to succeed in reentry programming
2. Returning residents are self-sufficient and live an independent life
3. Returning residents take action and develop healthier habits
4. Returning residents are productive and living a law abiding life
5. Returning residents successfully reunite with family members and gain other prosocial support systems
6. Returning residents feel safe in their communities
7. Families and community members support successful reintegration



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1.3.2 Foundational Elements of the Reentry Network

As a function of the County's service-delivery infrastructure, the Network was designed to embed evidence-based practices as the foundation of the Network system.

The Reentry Network implements the key best practice models described in the Network Plan for outcomes-based planning, collaborative service provision, and successful reentry. They include the following:

- *High Performing Communities Framework™ (HPC)*: Emerald HPC International's trademarked collaborative planning framework supporting the design of community and geographically-specific strategies unique to the targeted population, issues and indicators.
- *"No Wrong Door" Approach*: a strategic method of formalizing site-based partnerships with multiple organizations in various parts of the region to ensure accessibility and the leveraging of community assets.
- *Use of Highly Trained Mentor/Navigators*: trained community leaders and peers providing mentorship, system navigation, and ongoing support as returnees journey through their process of reintegration.
- *Creating Community Based Collaboration*: the formation of a group of entities and/or individuals, working together towards a common goal with *mutual accountability* to one another in the form of *interlocking roles* to accomplish a single mutually agreed upon outcome or set of outcomes.
- *Working in Partnership with Law Enforcement*: a strategy to help redefine traditionally adversarial relationships between returning residents and law enforcement, and promote a process whereby law enforcement personnel are trained and committed to joining other key community institutions in a genuine effort to assist with restoration and reintegration.
- *Working in Partnership with the Faith Community*: a cost-effective strategy to leverage resources and support, and to promote social and restorative justice and redemption within the broader community.
- *Texas Rio Initiative Model for Reducing Recidivism*: an effective model for collaborative reentry services that accounts for geography and location by facilitating healthy family relationships and building a collaboration of local workforce agencies and employers, faith-based organizations, and nonprofit organizations to support skills development and job placement for returning residents.
- *Enhancing Gender Responsiveness*: a body of knowledge that highlights gender-specific differences and informs how services should be delivered in order to address the gender-specific needs of returning residents.
- *Training and Capacity Building*: an effort to enhance the expertise and skills of reentry system partners.



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1.4 Reentry Network Governance, Oversight, and Management

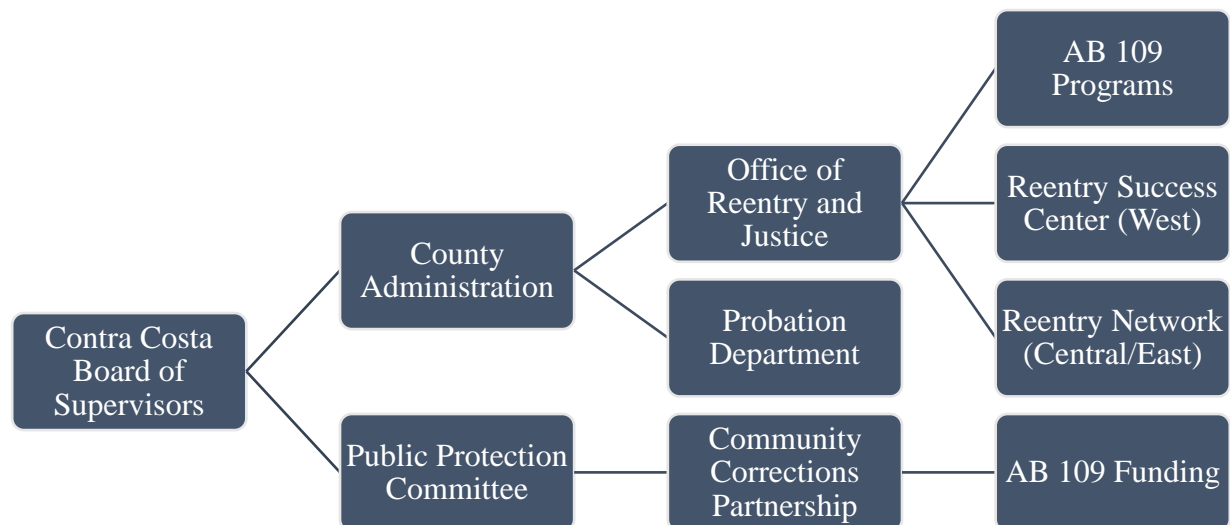
HealthRIGHT 360 (HR360), a statewide family of integrated healthcare programs, is contracted with **Contra Costa County** to provide network management services for the Reentry Network, the County's AB 109 Reentry Program in East and Central Contra Costa County.

HR360 is responsible for review and oversight of the Reentry Network's development, staffing, management, operations, services, and program evaluation.

Governance and Oversight of the Reentry Network: The Network is overseen by the County Administrator's Office of Reentry and Justice (ORJ) and is governed by the Community Corrections Partnership (CCP), also chaired by the Contra Costa County Probation Department.

The ORJ reviews Reentry Network reports and outcomes and manages the Reentry Network's contract and deliverables.

Contra Costa County Reentry System Oversight **Organizational Chart**





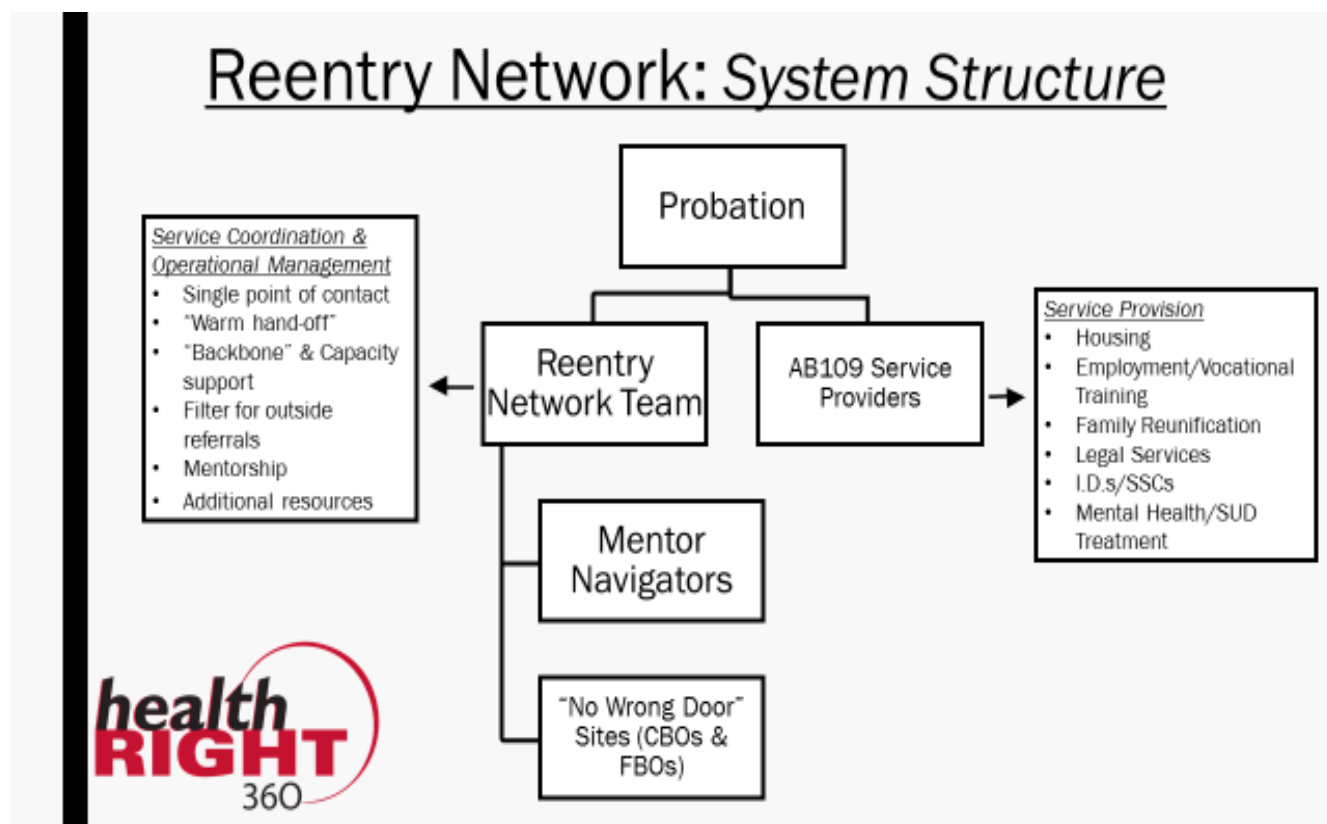
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1.4.1 Reentry Network System Structure

The purpose of the Reentry Network is to provide a centralized service coordinating system involving various agencies working together to address the whole person needs of returning residents in Central and East Contra Costa County.

The Reentry Network is comprised of the **Network Team**: Network Manager, Administrative Coordinator, (3) Field Operations Coordinators; and Mentor/Volunteer Coordinator; the **Mentor-Navigator Program**; and **Referrals** through the **“No Wrong Door (NWD)” Network** and **AB109 Service Providers**.

As demonstrated in chart below, the Network Team’s primary focus is to manage service coordination and system operations throughout the Network. In doing so, the Network Team is the single point of contact for field communications regarding clients who access multiple services throughout the Network and responsible for providing a “warm hand-off” between clients and service providers, building out the field of services to expand offerings and enhance service quality, and monitoring client and system outcomes through data collection and analysis.

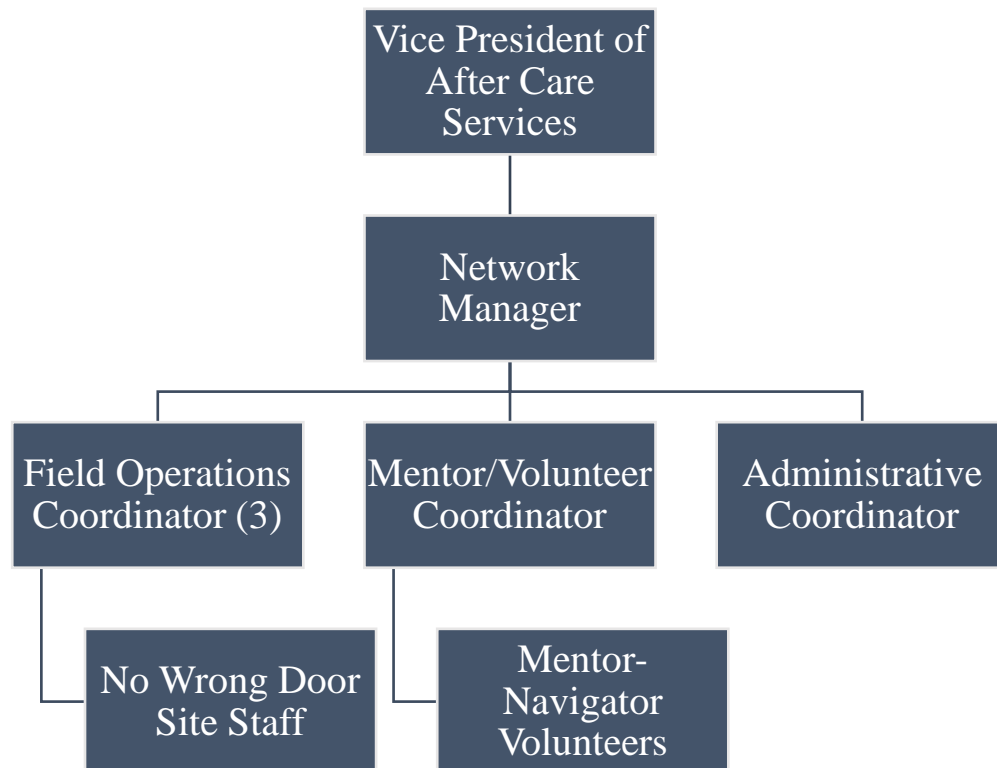


A “Backbone” organization is a separate entity dedicated to leading and coordinating the various dimensions of a collaborative initiative and supporting the partnering agencies involved. “CBOs” are community-based organizations. FBOs are faith-based organizations. “I.D.s” are identification cards. “SSCs” are social security cards. “SUD” is substance use disorder.



HealthRIGHT 360/Reentry Network

Organizational Chart



1.4.1.1 Network Manager

The Network Manager (NM) reports to the Vice President of After Care Services at HR360 and is subject to employment requirements and performance evaluations as established by HR360's Employee Policies.

The NM serves as the lead HR360 internal agency contact for the east and central Contra Costa County region, provides strategic guidance to the Reentry Network Team and partners, provides leadership and management to staff and volunteers, maintains positive working relationships with the ORJ and the Contra Costa Probation Department, and oversees the implementation and progress of system operations.

In particular, the NM is responsible for the following areas:

Operational Management

The NM develops and implements overall strategic goals and objectives of the Reentry Network, provides high-level management of system performance and collaboration between Reentry Network partners, and oversees the delivery of Network services and resources in accordance with the mission and vision of the Reentry Network. The NM also ensures that the Network operates within its approved budget, monitoring and reporting on all budgeted program expenditures as agreed upon by HR360 and the ORJ.



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In addition, working with the ORJ, Probation and County Agencies, the NM monitors and evaluates policies and procedures related to the Reentry Network and reviews agency standards for service referrals and coordination.

Network System Management

The NM implements the Reentry Network's evaluation framework to assess the strengths of the system and its programs, and to identify areas for improvement. S/he reviews, analyzes and reports on progress to HR360 leadership, the Chief Probation Officer, the CCP, and the ORJ. The NM also works with the Database Administrator or contracted consultant on appropriate data collection and outcome measurements for reporting. Additionally, s/he conducts regular meetings of Reentry Network partners to ensure effective operations, issue-identification and resolution.

Communications

The NM develops and implements a communications plan for community and client outreach and serves as Reentry Network representative to stakeholders and audiences. S/he also manages communications and communications protocol between Probation Officers and other referral sources to establish information coordination and determine what information is to be shared with service partners.

(Appendix 2.2 Network Manager Job Description.)

1.4.1.2 Administrative Coordinator

The Administrative Coordinator (AC) reports to the Network Manager (NM) and is subject to employment requirements and performance evaluations as established by HR360's Employee Policies.

The AC coordinates, oversees, and/or performs a wide variety of administrative, secretarial, and program support activities on behalf of the Reentry Network Team, and serves as the primary point of operational and administrative contact for internal and external constituencies, often on complex and confidential issues.

Duties include: developing brochures, web content, and other marketing and outreach materials; coordinating Reentry Network related events and training logistics; maintaining the Network management file system to include copies of employment documentation, service provider MOUs, service provider assessments, post-release re-entry case plans, and other files as systems are further developed; and assisting with data entry and quality assurance.

- Appendix 2.3 Administrative Coordinator Job Description

1.4.1.3 Field Operations Coordinators

Three Field Operations Coordinators (FOCs) report to the Network Manager (NM) and are subject to employment requirements and performance evaluations as established by HR360's Employee Policies.

FOCs assist in planning, coordination and execution of Reentry Network referrals, programs and services, and are in charge of tracking client progress throughout the system. FOCs work with diverse stakeholders, and facilitate effective coordination of services and supports for Network participants. In particular, the FOCs are responsible for the following areas:

Field Communications

Each FOC serves as a point person for field communications between the Sheriff's Office, Probation, local AB 109 officers, Public Defenders Office and a field of community-based service providers and AB 109 funded county programs to plan for successful reintegration and referral coordination.



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Client Management

FOCs also conduct intake interviews and pre-release screening to determine the level of service and support needed regarding housing, education, employment, family, recovery, and community. FOCs also develop, monitor and evaluate progress of participants in carrying out the Individual Service Plan, and document progress of participants while maintaining appropriate documentation in case files.

Relationship Management

FOCs support and coordinate other partner relationships as well as enlist community outreach and engagement strategies that will support and promote the Reentry Network services and programs. They also collaborate with other reentry programs to provide services to Network participants, and build and maintain relationships within the Network of local service providers in Central and East Contra Costa.

(Appendix 2.4 Field Operations Coordinator Job Description.)

1.4.1.4 Mentor/Volunteer Coordinator

The Mentor/Volunteer Coordinator (M/VC) reports to the Network Manager (NM) and is subject to employment requirements and performance evaluations as established by HR360's Employee Policies.

The M/VC recruits, identifies, vets, trains, and supervises a team of volunteer Mentor/Navigators (MNs) to assist clients as they move through the Reentry Network. The M/VC also assists Probation and the FOCs in tracking and supporting returning residents as they access the Reentry Network's services and providers.

The M/VC works with the FOCs and the NM to develop goals related to the number of MNs needed and in which area and develops annual volunteer recruitment, selection, training, supervision, and support goals. In addition, the M/VC develops and implements a plan to ensure that MNs are provided ongoing professional development in areas specific to the role and a system for monitoring MN performance for quality and continuous improvement. The M/VC also attends meetings, completes other related duties as assigned by the NM, and attends various trainings, conferences and seminars as appropriate to enhance professional growth and development.

(Appendix 2.5 Mentor/Volunteer Coordinator Job Description.)

1.5 Reentry Network Operations

1.5.1 Contra Costa County Funded Service Areas

The County's AB 109 funded programs include reentry-specific services provided by both County Agencies and contracted Community Based Organizations (CBOs) in the following areas:

1. Substance Use Disorder Treatment
2. Mental Health
3. Primary Health & Benefits
4. Vocational Training
5. Employment Support
6. Family Reunification
7. Legal Aid
8. Housing/Shelter

The Reentry Network team works directly with agencies to coordinate services and monitor participant progress throughout the system.



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1.5.2 Network Contracted Services

Community-based service providers are contracted with the County to provide services specifically for Network clients. These services include transitional housing, specialized vocational training, and pre and post release education and employment liaison services. These unique services support filling the service gap in the County's existing reentry system.

1.5.3 Network-Specific Approaches

Within the Network are two specific approaches – the Mentor-Navigator program and the “No Wrong Door” (NWD) site partnerships. These two efforts provide Network participants with enhanced support as they strive to reintegrate back into their communities.

Below is a listing of program objectives and activities associated with the Mentor Navigator (MN) Program and No Wrong Door sites (NWDs).

<i>Mentor Navigator Program</i>
Program Objective 1: To recruit 25 volunteers annually
<ul style="list-style-type: none">➤ Network Team will collect, at a minimum, 8 volunteer applications per quarter➤ Network Team will conduct, at a minimum, 2 outreach/recruitment efforts per month➤ Network Team will conduct monthly orientation and interview panels
Program Objective 2: To select, train, and provide professional development opportunities to enhance knowledge, skills, and expertise of 10 – 15 volunteer Mentor/Navigators
<ul style="list-style-type: none">➤ Network Team will partner with local DPC training coaches to provide DPC training.➤ Network Team will provide, at a minimum, 3 specialized training workshops relevant to the Mentor/Navigators' duties annually on motivational interviewing, legal training, service navigation, conflict mediation, etc.
Program Objective 3: To assign and supervise Mentor-Navigators connecting with 30 Network participants
<ul style="list-style-type: none">➤ Network Team will collect, at a minimum, 3 Mentee applications monthly➤ Network Team will case conference monthly to assign Mentee-Mentor/Navigator matches➤ Mentor/Navigator (MN) will meet, at a minimum, weekly with their assigned Mentee(s)➤ Network Team will host monthly supervision meetings with MNs and collect relevant case management data
<i>“No Wrong Door” Site Coordination</i>
Program Objective 1: To establish, at a minimum, 20 No Wrong Door sites (NWDs)
<ul style="list-style-type: none">➤ Network Team will collect MOU's from agencies representing reentry-related service providers, recovery resources, faith-based organizations, law enforcement agencies, and other community-based organizations



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Program Objective 2: To coordinate services with NWDs and provide participants with additional resources
<ul style="list-style-type: none">➤ Network team and NWD staff will make cross-referrals for individuals seeking services within the Reentry network or at the NWD site➤ Network team will retrieve completed intake assessment forms from the assigned NWD personnel to initiate service coordination
Program Objective 3: To provide system integration training & collaboration opportunities to NWDs
<ul style="list-style-type: none">➤ Network Team will provide training to NWD site staff on Network operations and system integration bi-annually➤ Network Team will convene an advisory committee of NWD site representatives and MNs for a maximum of 3 meetings to develop ways to improve community engagement➤ Network Team will host 1 faith-based community summit to establish a strategy for local FBOs to support the reentry population

1.5.3.1 Mentor-Navigator Program

The Mentor-Navigator (MN) program is an essential and core function of the Reentry Network. MNs are trained volunteers who provide information, guidance, compassion and support to returning residents as they transition from jail to community. They are key advocates who assist their Mentees in achieving personally defined goals and help them navigate the various resources and services available through the Network. MNs serve to empower, encourage, and demonstrate positive behaviors, healthy living, and mindful thinking

Volunteers are supervised by the M/VC and should meet the qualifications and requirements described in the MN Volunteer Description. They are also subject to ongoing performance reviews to assess the volunteer's role and service to the Mentee and his/her desire for future assignments. MNs maintain written records of engagement with Mentees and their progress in achieving goals stated in the reentry plan by submitting case notes in the Mentor database; help Mentees become familiar with the Reentry Network and other available community resources; and advise and refer Mentees to appropriate resources, as the need arises. MNs also:

- Attend monthly staff supervision meetings;
- Meet with assigned Mentees at a minimum of once a week;
- Monitor the Mentee's reentry plan as often as necessary to observe whether the Mentee's needs and goals are being met and submit recommended updates to Mentee's reentry plan to Network staff;
- Participate in any planning or triage team meetings involving the Mentee in order to keep informed of the Mentee's status;
- Remain actively involved in the Mentee's reentry process until successful termination of supervision or when a determination has been reached cooperatively by the Mentee, Mentor, and M/VC that disengagement is prudent;
- Assist in the evaluation of the MN program; and
- Coordinate social activities with Reentry Network staff for Network participants and Mentees.

At different points in the relationship, MNs will take on some or all of the following roles:

Coach/Advisor

- Give advice and guidance, share ideas, and provide feedback
- Share information on and be an example of what successful reentry looks like



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- Provide input to the Mentee's reentry plan
- Help the Mentee understand the process/procedures of service providers and other partnered agencies

Source of Encouragement/Support

- Act as sounding board for ideas/concerns about life choices and consequences of actions taken; provide insight into possible opportunities
- Provide support on personal issues, if appropriate

Resource Navigator

- Identify resources to help a Mentee enhance personal development and career growth
- Expand the Mentee's network of contacts
- Provide a "warm handoff" between the Mentee and service providers

Champion

- Serve as an advocate for the Mentee and assure the Mentee's best interests are being represented at every stage of the reentry process
- Seek opportunities for increased visibility for the Mentee
- Encourage and demonstrate to the Mentee how to develop life skills for self-empowerment, self-determination, and leadership

Accountability Partner

- When appropriate, challenge the Mentee to think through important decisions and strategies
- Hold the Mentee accountable to the commitments and goals he/she sets for him/herself and to others
- Monitor the Mentee's action to ensure they're on the right path

(Appendix 2.6 Mentor-Navigator Volunteer Description)

A. Mentor-Navigator (MN) Selection

The M/VC coordinates MN selection. Interested volunteers must undergo an application and screening process to determine suitability for meeting the responsibilities as an HR360/Contra Costa Reentry Network volunteer. Any applicant having current criminal charges pending will not be accepted as a Reentry Network volunteer. Applicants must complete the following steps:

- Attend a MN program orientation and submit a written application
- Undergo a background and criminal records check via Live Scan fingerprinting
- Interview with a panel of Reentry Network staff and partners
- Successfully complete trainings provided by the Network.
- Agree to have on average 2-5 hours per week available to the program
- Agree to attend monthly supervision meetings
- Agree to use online database or hard copy forms provided by the Network for case notes
- Agree to participate in performance reviews
- Agree to participate in ongoing professional development activities and trainings when available
- Agree to abide by all policies and procedures set forth by the HealthRIGHT 360/Reentry Network
- Respect the right to privacy and adhere to the Reentry Network's confidentiality statement

(Appendix 2.7 Application for Mentor-Navigator)

Selection Process

Final selection of MNs will be based on candidates' application and interview responses, completion of background and criminal records check, and availability. After submission of a MN application to the Reentry Network Team, each applicant is subject to an interview with a panel of representatives from the Reentry Network's partners, staff, and local law enforcement. The interview process allows Network partners to gauge the suitability and appropriateness of volunteers working with Network clients. Following the interview process and completion of a criminal background check, a member of the



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Reentry Network Team will notify the candidate of a final decision and any additional information relating to the decision as needed.

If a candidate is denied approval, the Reentry Network will accept written statements of appeal. Candidates will have up to 15 business days from the date of the denial to appeal any adverse decision. Appeals must be submitted in writing to the Network Manager with supporting documentation if necessary. Responses to appeals will be made within 10 business days from the date of submission.

Eligibility Criteria

The information requested in the application process will be used only for the purpose of determining suitability as a Reentry Network volunteer. All information will be held in strict confidence. Criteria used in the selection of Reentry Network volunteers will ensure that the individual is able to meet the responsibilities of a Mentor-Navigator.

No individual will be rejected because of race, color, religious creed, national origin, gender, sexual orientation, gender identity, age, marital status or disability.

Each applicant is subject to a background and criminal records check before final approval. *A history of criminal activity will not automatically disqualify an applicant from becoming a MN.* However, volunteers who are currently on probation or parole, and/or are registered sex offenders will not be accepted as these categories would severely limit access to a number of facilities and community sites, and thereby limit their role as a MN.

MNs cannot be active participants or recipients of support services from HealthRIGHT 360, the Reentry Network or any of its providers, and must successfully complete a series of trainings provided by the Network.

B. Mentor-Navigator (MN) Assignments

Engagement in and mutual responsibility for successful transition back into community begins at the time of arrest and continues through release and successful reintegration into community. Effective and comprehensive assessment, pre-release orientation and introduction to the range of opportunities, and the assignment of a MN to a returning resident, who is armed with a mutually accountable plan and strategy for re-entry, are proven tools for success.

MNs can be assigned to a Mentee during these critical points of the reentry process:

1. **Pre-Sentencing (in development)** –An MN may be assigned to a Mentee who is awaiting sentencing, prior to incarceration or probation, depending on the impending charges and based on an assessment conducted by an FOC, in cooperation with the Sheriff's Department for jail clearance and an agreed upon recommendation from the offices of the District Attorney (DA) and Public Defender (PD). Then, the MN will work with the Mentee and his/her Public Defender (in Contra Costa County only) to develop a reentry plan, provide encouragement and support, and identify needed services. (Note: the Public Defender and the District Attorney will train their attorneys on this process.)
2. **Pre-Release** – During the pre-release phase, a MN may be assigned to a Mentee who is incarcerated in one of the three County Detention Facilities. With the assistance of the M/VC and the County Sheriff's Office, the MN will seek clearance to enter into the jails. Once assigned, the MN will work with his/her Mentee to identify the most relevant pre-release programs available to his/her Mentee, and assist the Mentee in successfully transitioning from pre- to post-release with the goal of successful reintegration.



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The purpose of the monthly jail visits by FOCs is to educate the jail population on the Reentry Network, explain service opportunities, introduce them to the MN system, and begin to build the relationships and create the trust and enthusiasm needed to generate interest and connection. FOCs will also set up forums where interested returning residents can meet Mentor/Navigators, begin to develop strong pre-release relationships, and develop re-entry plans. All individualized pre-release planning and engagement activities will be done in coordination with the Contra Costa County Office of Education (CCCOE) Reentry Transitional Specialist and Sheriff's Office.

3. **Post-Release** – A MN may be assigned to a Mentee who is formerly incarcerated, has already reentered the community, and may or may not be under supervision. The MN, supported by M/VC will work with his/her Mentee to develop an individualized service plan and assist the Mentee in navigating the various programs and services available through the Reentry Network, as well as other community-based supports. The MN will then continue to serve as a champion and source of encouragement for the Mentee and help him/her realize that positive change is possible through perseverance and determination to achieve one's goals.
4. **Family Reunification & Mediation** - For the Reentry Network, family reunification is a key indicator of success, and often returning residents and their family members are challenged with facing the sometimes overwhelming responsibility and commitment to a restoration process that is required to heal and rebuild healthy and whole relationships. Additionally, the weight of family reunification may also be compounded if a returning resident has an active case with the local family court system and is court ordered to successfully complete his/her Children and Family Services (CFS) case plan.

In order to successfully support a participant's reunification process, a MN may be assigned once a case plan has been developed by the lead family reunification service provider or CFS. Supported by the Reentry Network Team and the lead family reunification service provider, the MN will provide information, guidance and support to the Mentee as it relates to the Mentee's reentry and family reunification plans. Because family reunification and mediation is a very sensitive process, assignments made in this area will be based on the request of the family reunification service provider.

(Appendix 2.6 Mentor-Navigator Volunteer Description.)

(Appendix 2.8 Confidentiality Agreement.)

(Appendix 2.13 Mentee Match Information Sheet.)

Consideration for Mentor/Navigator Assignments to Families

MNs are, by the nature of their role, able to be aligned as an advocate and mentor to the returning resident to whom they are assigned. However, when family reunification requires extensive mediation, or when no assessment can be provided by CFS or other provider, it is critical that the MN request that two other DPC trained volunteers be assigned for mediation purposes from the Reentry Network pool.

This is important because mediators trained in the Dialogue for Peaceful Change (DPC) methodology must remain a neutral party throughout the mediation process. By assigning separate mediation teams when needed, the MN role can be preserved in meeting the holistic needs of the family.

All case management records, notes and status reports on the reunification process and appropriate confidentiality agreements and indemnification documents related to mediation as a part of family reunification efforts must be signed and forwarded to the FOC.

Why Dialogue for Peaceful Change (DPC) Trainings for MNs?

The Dialogue for Peaceful Change (DPC) methodology assists MNs in developing the skills and strategies to work with returning residents in addressing the conflicts, interpersonal dynamics, and issues they may face with their families as well as with service providers and others as they navigate the reentry



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system. DPC training also helps MNs apply mediative communication in understanding the needs of the client and empowering the client to work toward effective outcomes and deal with competing interests that could block successful personal, organizational, and community outcomes.

1.5.3.2 “No Wrong Door” Site Partnerships

“No Wrong Door” (NWD) sites are agencies throughout the regions that provide information, referrals, and support to returning residents in East and Central Contra Costa County. Having multiple physical locations that are easily accessible, especially in areas where concentrations of returning residents are projected to be high, is very important.

NWD sites, together with AB109 funded service providers, provide multiple entry points and varied opportunities for returning residents to access services and support. The Network Team identifies local organizations as potential NWD site partners based on their history of and sensitivity to serving the formerly incarcerated community and their role in expanding the field of reentry services for the Network.

1.5.4 Working With Network Participants

1.5.4.1 How Network Participants are Served

Contra Costa County AB 109-Funded Service Population

HR360, along with all other AB 109 contracted providers, are to serve the following service population pursuant to County policy, with priority preference given to individuals identified as AB 109.

The authorized service population includes any individual that:

1. Is either in County custody, or resides in Contra Costa County and is under the supervision of Probation; is identified by the County as being within the AB 109 population; and is enrolled in an AB 109 funded-program or is otherwise referred to a contracted AB 109 provider.
2. Is on formal felony probation; or
3. Was released within the past three years after serving at least thirty consecutive days in a domestic correctional facility, but is not being supervised by the Division of Adult Parole Operations of the California Department of Corrections and Rehabilitation; or
4. Is currently participating in the County Pre-trial Services Pilot Program; or
5. Is on informal felony probation; or
6. Is participating in a felony level Specialty Court Program in the County; or
7. Is being supervised by the Division of Adult Parole Operations of the California Department of Corrections and Rehabilitation.

Who is a Network Participant?

Therefore, a Network participant is any client that has been referred by an authorized source as identified in the chart below and successfully completed an intake assessment with an FOC. The Network’s priority participants are AB 109 probationers residing in or returning to Central and East Contra Costa County. Other eligible participants are individuals under supervision in Contra Costa County or have a criminal justice history and reside in or returning to Central and East Contra Costa County.

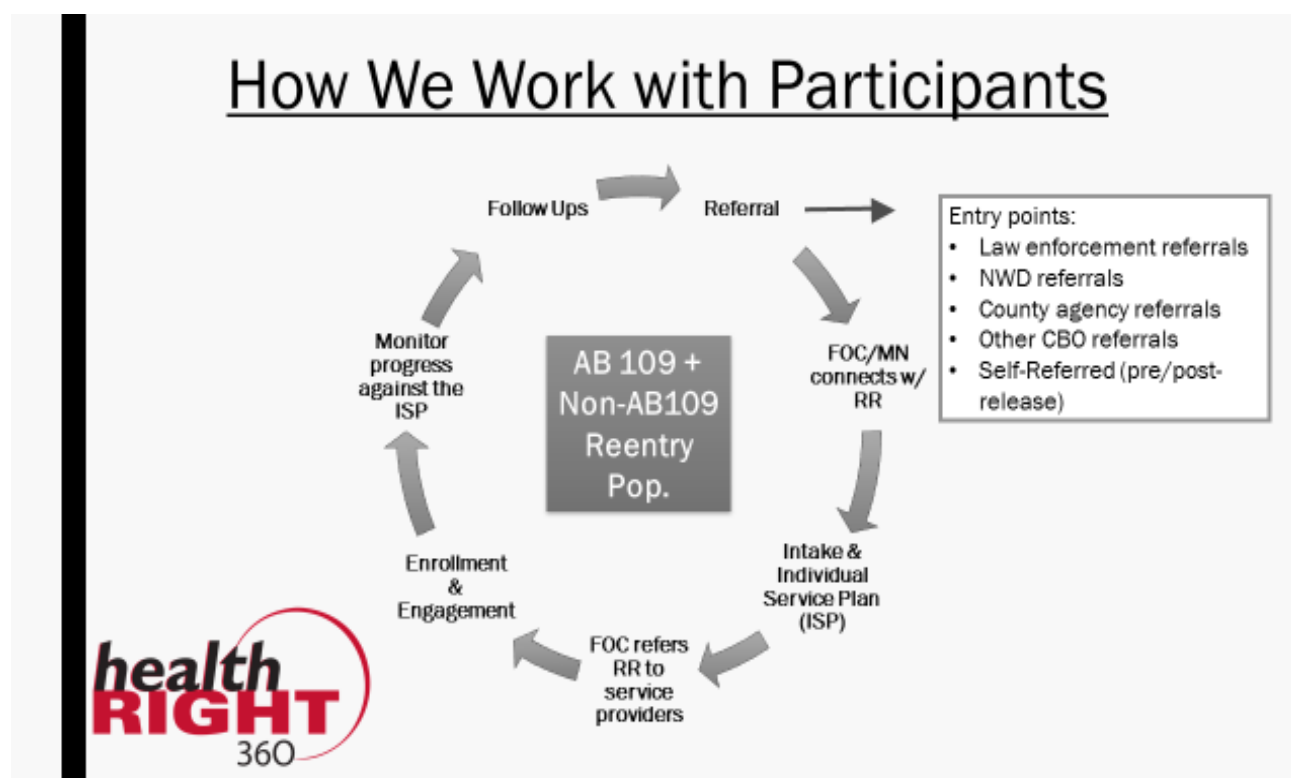
Clients are monitored by the Network to assess progress, stability and compliance. A client may remain on a continuous service episode, if needed, for up to one year (365 days) with an available extension based on clinical and holistic needs. Reasons for client discharge include but are not limited to:

- Successful completion of the individual service plan



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- Walking away from housing services without authorization
- Violation of service provider policies
- Having no contact with outpatient service providers for over one month or no contact with assigned FOC for over four months.
- Involvement in criminal activity
- Removal from Network activities and services based on the discretion of the Probation Department



When a returning resident is referred to the Reentry Network, an FOC and/or an MN conducts an intake assessment, facilitates the development of an Individual Service Plan (ISP), and then connects the returning resident to requested services and resources provided by NWD sites and service providers.

After the returnee has been engaged by and enrolled in his/her requested services and programs, FOCs monitor the returnee's progress against his/her ISP and provide follow up as needed to both the client and the service providers, and work with service providers to utilize a comprehensive assessment tool to assess the client's progress in a number of areas that contribute to self-sufficiency and successful reintegration.

FOCs serve as point persons for communication from Probation, local Police departments, NWD sites, and other agencies, as well as directly from returning residents, to plan for successful reintegration and referral coordination from multiple entry points.



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Working with County Behavioral Health

Probation is currently the only referring party to Forensics Mental Health and Alcohol and Other Drug Substances (AODS) case management. County Mental Health offers training for Probation Officers to identify when mental health professionals should be involved with advising and helping returning residents. High-risk clients are exclusively case-managed by the Forensics Division, utilizing mental health care to help high risk probationers to not reoffend and to engage pro-social systems when mental health is an issue. Likewise, AODS respond to direct requests from Probation for substance use assessments and treatment of AB 109 probationers.

The Network relies on the recommendations of MH clinicians and AODS Substance Abuse Counselors on the level of dosage and duration of service provision appropriate for these specific Probation referrals.

(Appendix 2.9 Network AB109 Intake Form.)

(Appendix 2.10 Individual Service Plan.)

(Appendix 2.11 Program Interest Form.)

(Appendix 2.12 Application for Mentee.)

(Appendix 2.14 Reentry Network Team – Participant Updates Template.)

1.5.4.2 Overview of Referral Processes

Overview of Referral Processes

- AB 109 Probation Referrals
- AB 109 Contracted Service Providers
- NWD Referrals
- Public Defenders Referrals
- Reentry Transitional Specialist (CCCOE) & Liaison Service Referrals [PRE-RELEASE]
- Self-referrals
- Referrals for Parolee services (S.T.O.P.) – CenterPoint, Inc.

health RIGHT 360

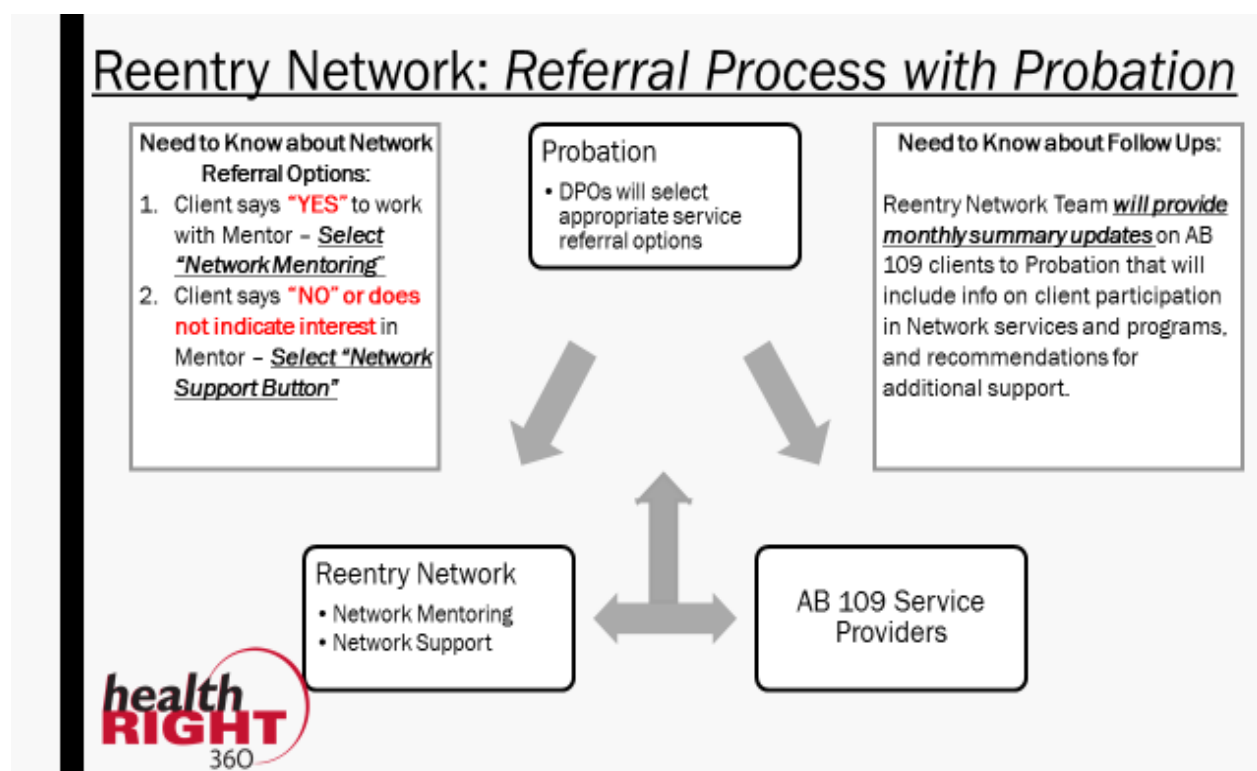
Sources of incoming referrals to the Reentry Network include Probation, AB 109 Service Providers, NWD sites and other community-based agencies, as well as the Public Defender’s office, the County office of Education’s Reentry Transitional Specialists, and self-referrals. Outgoing referrals from the Reentry Network include referrals for parolee services to the CDCR-Contractor for the Specialized Treatment for Optimized Programming (STOP) in Northern California and referrals for specialized support offered through No Wrong Door site agencies.

(Appendix 2.15 Reentry Network Team – Referral Outreach Template.)

(Appendix 2.16 Incoming Network Referrals Template.)



1.5.4.3 Referral Process with Probation



The referral process discussed in this section is in reference to AB 109 Probation referrals to the Network for AB 109 clients only. Referrals to and from the Network regarding other non-AB 109 reentry clients that meet the County's service population guideline is described later in the manual.

During a client's initial post-release check-in with Probation, Deputy Probation Officers (DPOs) communicate with their clients about the benefits of working with the Network Team, Mentor-Navigators, and Service Providers.

The DPO conducts a CAIS assessment to determine areas of risk and sends referrals directly to the Reentry Network and County Service Providers through an electronic referral system. Once the appropriate referral selections have been made, a referral is generated electronically and sent via email to the Network and AB 109 contracted service providers.

When choosing to send a referral to the Reentry Network, the DPO can select "Network Mentoring" or "Network Support."

If a client has indicated that s/he would like to connect with a Mentor-Navigator, the DPO will select "Network Mentoring." If a client has declined or does not indicate interest in working with a Mentor-Navigator, the DPO will select "Network Support."

The Reentry Network should receive a referral – either Network Mentoring or Network Support – for every AB 109 client assigned to East and Central County DPOs.

All referrals to the Reentry Network should be sent to FOCs and the Network Manager. DPOs should complete the referral in full detail and provide as much specific information as possible. Particularly



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necessary are full descriptions of “*Reasons for Referral*,” “*Other referrals which have been made for this probationer*,” and “*Probationer Initiated*” when relevant.

Network Team Coordination of Probation Referrals

Upon receipt of incoming referrals, FOCs will be assigned to AB 109 clients and will respond to referrals within 48 hours. After an FOC has made initial contact with the client, the FOC will schedule an appointment to conduct an intake assessment and create an individual service plan (ISP) with the client.

Based on the client’s assessed needs and the additional service referrals made on the client’s behalf by his/her assigned DPO, the FOC will coordinate with other service providers to ensure that the client’s assessed needs are being addressed. FOCs will continue to monitor the client’s progress and provide updates as necessary to the client’s assigned DPO.

Field Communication with Probation

After receipt of referrals, FOCs will make up to three outreach attempts to clients and notify the DPO of such attempts. If an FOC is unable to make contact with the client, the FOC will notify the client’s assigned DPO. A record of outreach will also be kept internally.

Note on homeless clients: For homeless clients with limited access to communication, the assigned DPO will inform the Network Team via service referral if the client has placement in a local shelter and his/her next scheduled appointment at the Probation office. FOCs will respond accordingly and coordinate support as early and as quickly as possible to ensure the client’s basic immediate needs (i.e. food, hygiene products, transportation, access to a mobile phone, and enrollment in transitional housing) are met.

Once contact has been made and the client’s needs have been assessed, the FOC will inform the DPO of the client’s reentry plan and make recommendations for additional service referrals. In addition, FOCs will make referrals on the client’s behalf to other agencies outside of the Probation’s referral system. The Network Team will also provide monthly progress reports to the regional Supervising DPOs on their clients’ status within the Network and their overall progress.

Incident Reporting

Any Network participant found in violation of Network service provider protocols or who poses a threat to him/herself or to any other participant, provider staff, volunteer, or visitor will be discharged from program services. Any incident occurring that reaches the level of program dismissal will be reported in writing by the program administrator and the Network Team to the client’s assigned DPO.

Network service providers must complete an Incident Report in every situation related to the operation of their program where any (1) participant is dismissed for the violation of program rules or requirements, or (2) a provider staff member, volunteer, visitor, or other participant has suffered either physical harm or a credible threat of physical harm. All Incident Reports will be reviewed by the Network Manager and will be distributed to the regional Supervising DPOs, as well as documented in the database. Through the Incident Report, the Network is able to scrutinize participant behaviors that need immediate attention.

Service Providers should *verbally* report to HR360/Reentry Network of a situation requiring an incident report immediately and followed up with a submission of a formal Incident Report within 24 business hours or as instructed by HR360/Reentry Network.



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Guidelines for Reporting Incidents

1. In the event of an incident or notification of an incident that takes place involving a Network participant, a staff member (preferably the staff involved or witness of incident) must complete an incident report.
2. Email information relating to the incident immediately to Reentry Network staff so that it can be reported to required regulating agencies.
3. Supervisor must review all incident reports.
4. Reportable incidents include:
 - Unusual or unsettling behavior
 - Client injury (whether a medical intervention is involved or not)
 - Client Self-Harm (i.e. suicide or cutting)
 - Any Tarasoff (duty to warn) situations
 - Inappropriate/Unprofessional by staff (if staff denies treatment or services to client based on reasons beyond program requirements, i.e. sexuality)
 - Psychiatric emergency
 - Medical emergency
 - Property damage
 - Fire
 - Act of violence
 - When a Child Protective Services or Adult Protective Services report is filed
 - Death
 - Medication issues
 - Communicable disease
 - Weapons/drugs found
 - Unauthorized/unlawful visitors (i.e. if client has a restraining order against visitor and they are threatening to harm them)
 - Theft of service provider property or the property of a fellow client
 - Any incident that occurs off-site
5. Incident reports must include the following information:
 - Person's Served Name and Date of Birth
 - Date and time of incident
 - Facility and program name
 - Exact location of event
 - Description of event and individuals involved
6. Email formal reports within 24 hours of incident to the Reentry Network

(Appendix 2.17 Incident Report.)



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1.5.4.4 Referral Process with AB109 Service Providers (Contracted CBOs)

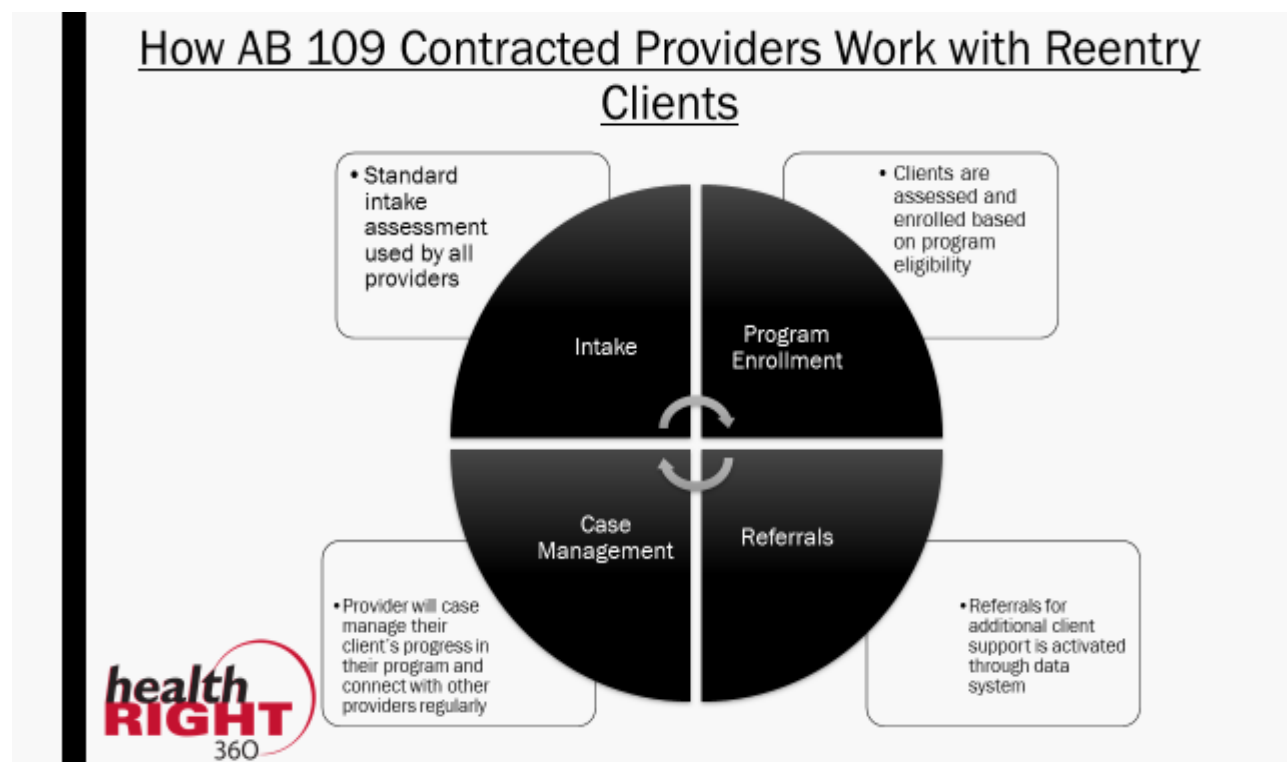
Centralizing the Reentry System's Referral Process & Service Coordination

Under the direction of the Office of Reentry and Justice, the Reentry Network, and its counterpart in West County – the Reentry Success Center – monitors the system's standard referral process between AB 109 service providers, data collection and quality, and client and system outcomes. The objective of this approach is to centralize the flow of referrals and service transactions among various agencies in order to provide oversight and ensure that service gaps are addressed.

Services are typically initiated after receipt of a referral. As previously discussed in section 1.5.4.3, AB 109 Probation referrals are for initiating services for individuals under AB 109 status only. Therefore, the establishment and the monitoring of a standard referral process between service providers ensures that all reentry clients that meet the guidelines of the County's service population are accounted for in the system and that their progress is being monitored.

In order to do this, the Network, the Center, and all AB 109 funded programs utilize a shared data management system to exchange critical client information more efficiently, and to monitor service delivery more effectively. Below is a general description of AB 109 service providers' approach to reentry clients and the standard referral process for AB 109 service providers.

How AB 109 Contracted Service Providers Work with Clients



All AB 109 contracted service providers are required to provide resources relating to their service area (i.e. housing, employment services, legal aid, family reunification, etc.) to the AB 109 service population



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as defined by the County (previously discussed in section 1.5.4.1). Though each provider has different service offerings and programs, each provider has a similar engagement and program enrollment process.

Intake

For enhanced cohesion, any client either referred to a contracted provider by Probation and any other county agency, or is a walk-in and fulfills the service population criteria will undergo a standard intake used by all AB 109 contracted service providers. This intake does not replace the provider's program assessment – which is unique to the program being offered. After the intake is conducted, the client's information is entered into the shared data system, and will be accessible to other providers who are concurrently case managing the same client.

Program Enrollment

After the intake is completed, the provider may offer a more in-depth assessment as part of their program enrollment process. Each provider's enrollment process will vary based on their individual agency's capacity and scope of service. In addition to meeting the service population criteria, a client's enrollment is also subject to each provider's program eligibility criteria. If a client is not eligible for enrollment, the provider will send a referral to another contracted provider and/or to the Network to support the client in becoming eligible for the program.

For example, if an individual who is on formal felony probation and homeless in Contra Costa County is a walk-in for a contracted employment provider and shares that s/he needs housing assistance and does not have an I.D., the employment provider will conduct a comprehensive intake assessment that will take an inventory of the client's needs and send referrals to the appropriate providers through the shared data system. That way, if the client does not meet the initial program requirements for the employment provider, the client can still be served and have his/her needs met through the Network of providers.

Referrals

Based on the assessed needs of the client, both before and after enrollment, the provider will send referrals through a shared data management system accessed by all AB 109 contracted service providers. Client information can only be shared after the client has given a signed statement agreeing to have their information shared between providers. This is typically gathered during intake. A standard referral process between contracted providers is described in greater detail below.

Case Management

Once a client is enrolled in the provider's program, the provider will monitor the client's participation and survey the client's progress in the program and toward the client's stated goals. The provider will also input updates and case notes in the shared data system. All contracted providers will have the ability to communicate directly with each other regarding clients they are concurrently case managing on a monthly basis.

Referral Process

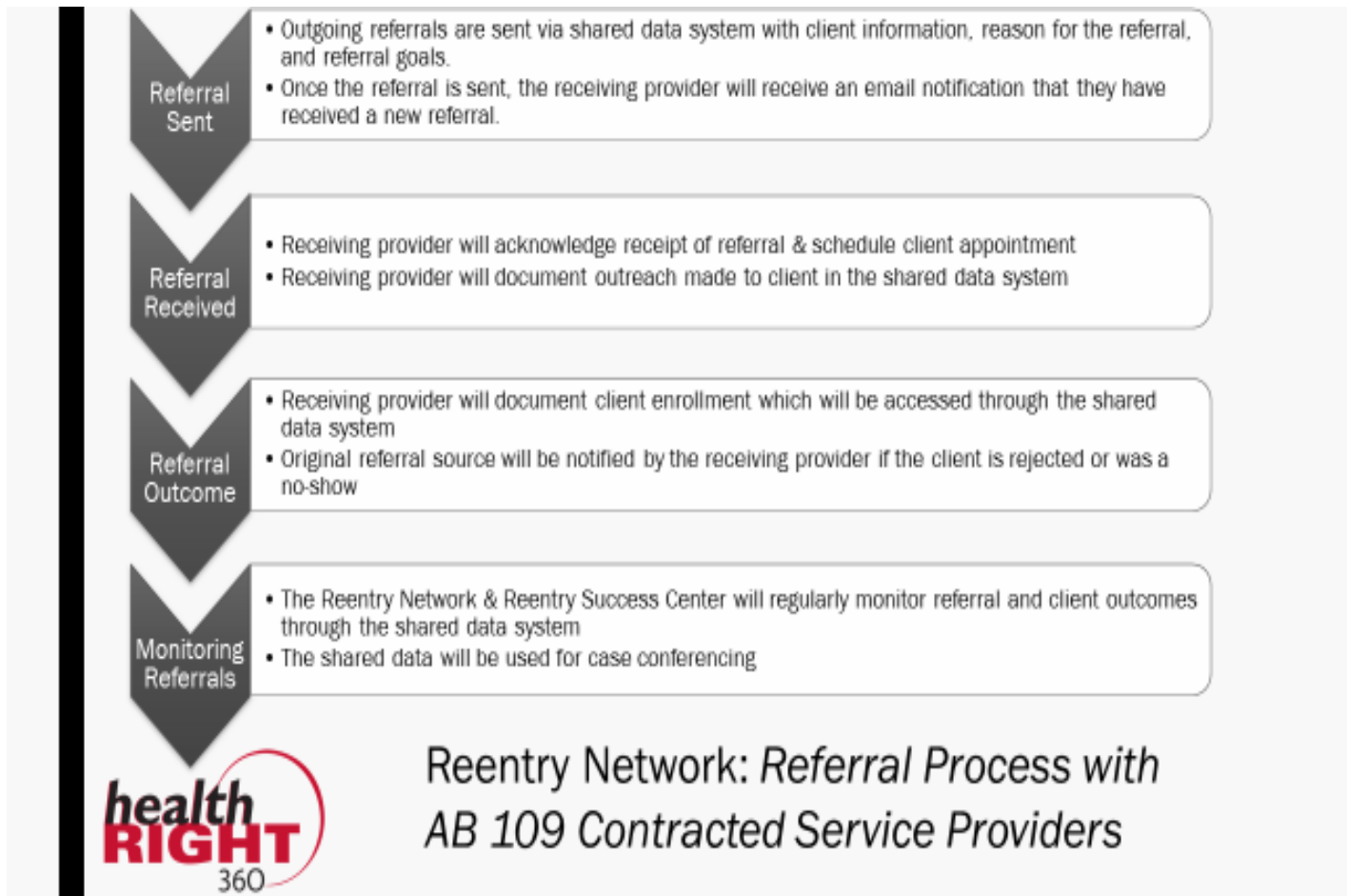
As previously discussed, all AB 109 contracted service providers are able to share client information and send referrals across agencies through a shared data management system. Due to this capability, all clients referred to contracted agencies, including the Network, will complete a comprehensive intake assessment that will identify client needs in various areas, including housing, employment, income, health and well-being, family and social supports, among many others.

Based on the assessed needs, a provider will send a referral through the shared data system that will include client information, reason for referral, and referral goals. Once the referral(s) is sent, the receiving provider will receive an email notification informing them that they have received a new referral. The



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receiving provider will acknowledge receipt of the referral and begin to outreach to the client to schedule an appointment. If the receiving provider is unable to reach the client after 3-4 attempts, the receiving provider will notify the original referral source, and document their outreach attempts in the shared data system.



If a connection is made, the provider will schedule an appointment with the client and notify the referral source of the date, time, location, and any transportation issues that may prohibit the client from attending the appointment.

If a client is a no-show for the scheduled appointment, the provider will notify the referral source. After the provider has met with the client, s/he will notify the referral source if the client has been accepted or rejected into their program by updating the referral goals in the shared data system. Notifications will include detailed notes regarding the basis for any client rejection.

All referrals are subject to compliance to service provision requirements established by the contracted provider and the Office of Reentry and Justice, and agency policy and procedures established by the providing agency.



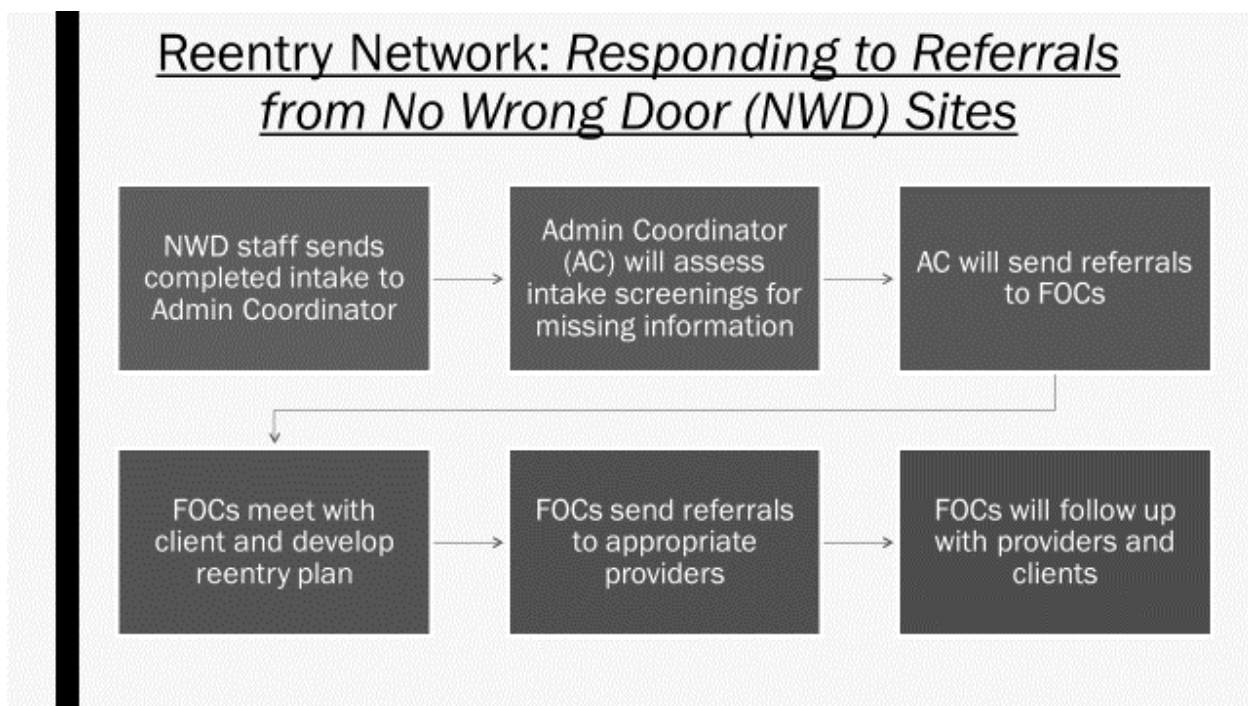
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1.5.4.5 Referral Process with “No Wrong Door” (NWD) Sites

NWDs provide accessible, safe, and convenient locations where returning residents are able to connect with resources, interact with a supportive Mentor-Navigator (MN), and/or set up an appointment with a Field Operations Coordinator (FOC). MNs are specially equipped with all the information necessary to assist returning residents as they navigate through Reentry Network services and “No Wrong Door” (NWD) sites.

Referrals may come from a NWD site to the Reentry Network and may be sent from the Reentry Network to a NWD site. Each NWD site has an individual Memorandum of Understanding (MOU) with the Reentry Network which stipulates the offerings each site will provide to Network participants.

(Appendix 2.18 No Wrong Door Memorandum of Understanding (MOU) Template.)



**THIS PROCESS DOES NOT APPLY TO NWDs THAT ARE ALSO COUNTY CONTRACTED SERVICE PROVIDERS * (See Section 1.5.4.4)*

Incoming Referrals from No Wrong Door (NWD) Sites

Each No Wrong Door (NWD) site will have a designated staff member trained to conduct an initial intake with returnees interested in receiving services from the Network. The designated NWD staff member will send an electronic copy of the completed intake form to the Network Administrative Coordinator (AC).

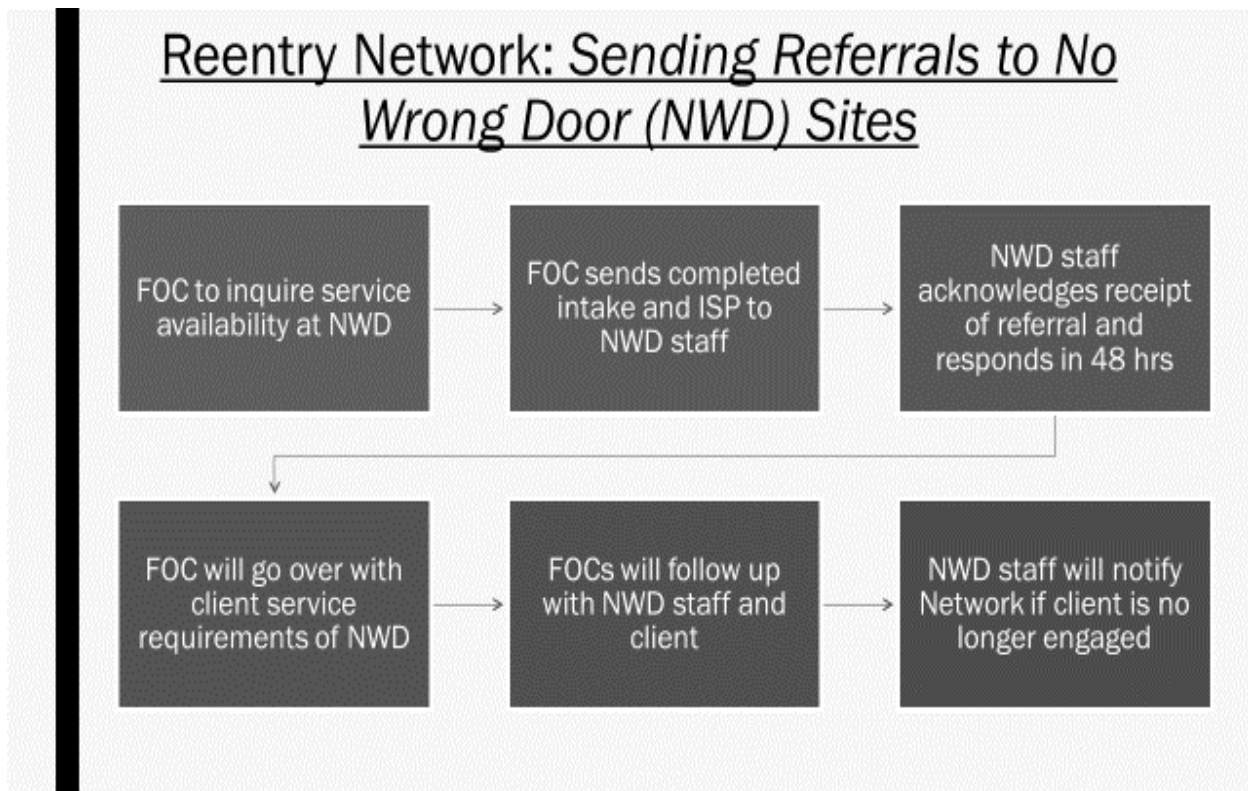
The AC will assess the intake screening for missing information and/or errors and submit referral information to FOCs within 24 hours. FOCs will assess referral information and respond to referral inquiries within 48 hours. FOCs will schedule meetings with clients at safe, convenient, and private locations (i.e. possibly the same NWD sites that referred them) to develop an individual service plan. After a plan has been developed, the FOC will send referrals to the appropriate providers via the case management data system.

Providers will acknowledge receipt of referrals and connect with the client. FOCs will follow up with



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providers and clients to ensure services are being utilized and the FOC and/or AC will provide an update to the referring NWD site.



**THIS PROCESS DOES NOT APPLY TO NWDs THAT ARE ALSO COUNTY CONTRACTED SERVICE PROVIDERS * (See Section 1.5.4.4)*

Outgoing Referrals to No Wrong Door (NWD) Sites

Each No Wrong Door (NWD) site will have a designated staff member trained to respond to referral inquiries made by the Reentry Network Team.

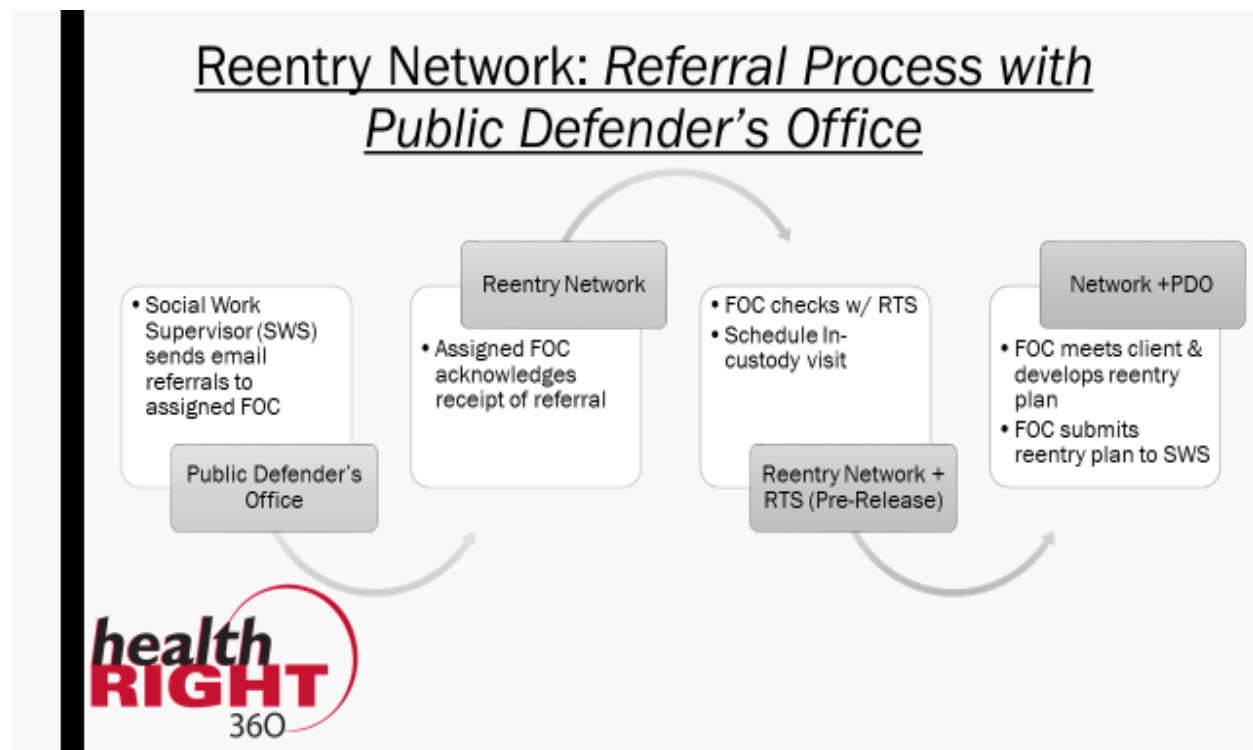
An FOC will send an email request for client support along with an electronic copy of the completed intake form and ISP. The NWD site will acknowledge receipt of referral and respond to inquiries within 48 hours. The NWD site will notify the FOC if service can be provided with detailed information.

An FOC will schedule to meet with the client at the NWD site and provide information about the site, such as appropriate etiquette, site rules, and points of contact at the site, and offer to tour the location.

An FOC will follow up with the NWD site and client to ensure that services are being utilized. The NWD site will immediately contact an FOC or the Network Office if the client is a no-show for service-related appointments at the site.



1.5.4.6 Referral Process with the Public Defender



The Social Work Supervisor (SWS) is the designated staff member at the Public Defender's Office responsible for referring identified AB109 clients that are in need of reentry planning. The SWS will send email referrals to a designated FOC who will be in charge of responding to Public Defenders Office referrals.

If client is in custody: Upon receiving referral from the SWS, the designated FOC will acknowledge receipt of referral and coordinate with the Reentry Transitional Specialist in the detention facility to develop a reentry plan or schedule a visit prior to release

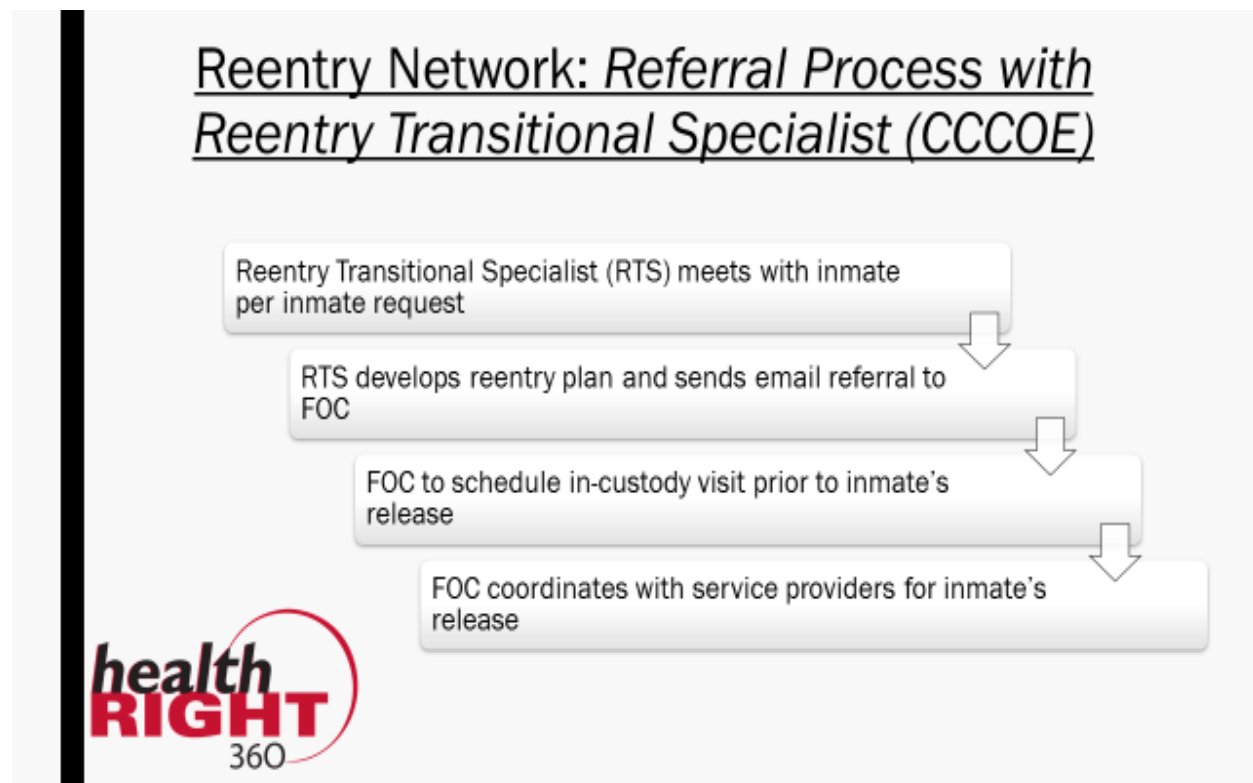
If client is in the community: Upon receiving referral from the SWS, the designated FOC will acknowledge receipt of referral and will make 3-4 attempts to connect with the client.

If connection is successfully made, the FOC will schedule an appointment with the client and notify the SWS of the date, time, location, and any transportation issues that may prohibit the client from attending the appointment. The FOC will also notify the SWS if the client is a no-show for the scheduled appointment.

After the FOC has met with the client, s/he will notify the SWS of the client's reentry plan, and subsequent referrals made on the client's behalf. The FOC will apprise the SWS as needed about the client's engagement in programs.



1.5.4.7 Pre-Release Referrals - Reentry Transitional Specialist (CCCOE)



The Reentry Transitional Specialist (RTS) is the designated staff member from the Contra Costa County Office of Education (CCCOE) who conducts pre-release screening and planning for all inmates in the county's three detention facilities.

The RTS conducts presentations and provides an orientation to inmates through the CCCOE Adult Ed Schools within detention facilities in cooperation with the Sheriff's Office, and provides one-on-one planning with inmates upon their request.

The RTS conducts a screening of the inmate's needs to determine which services s/he can access while in custody and post-release.

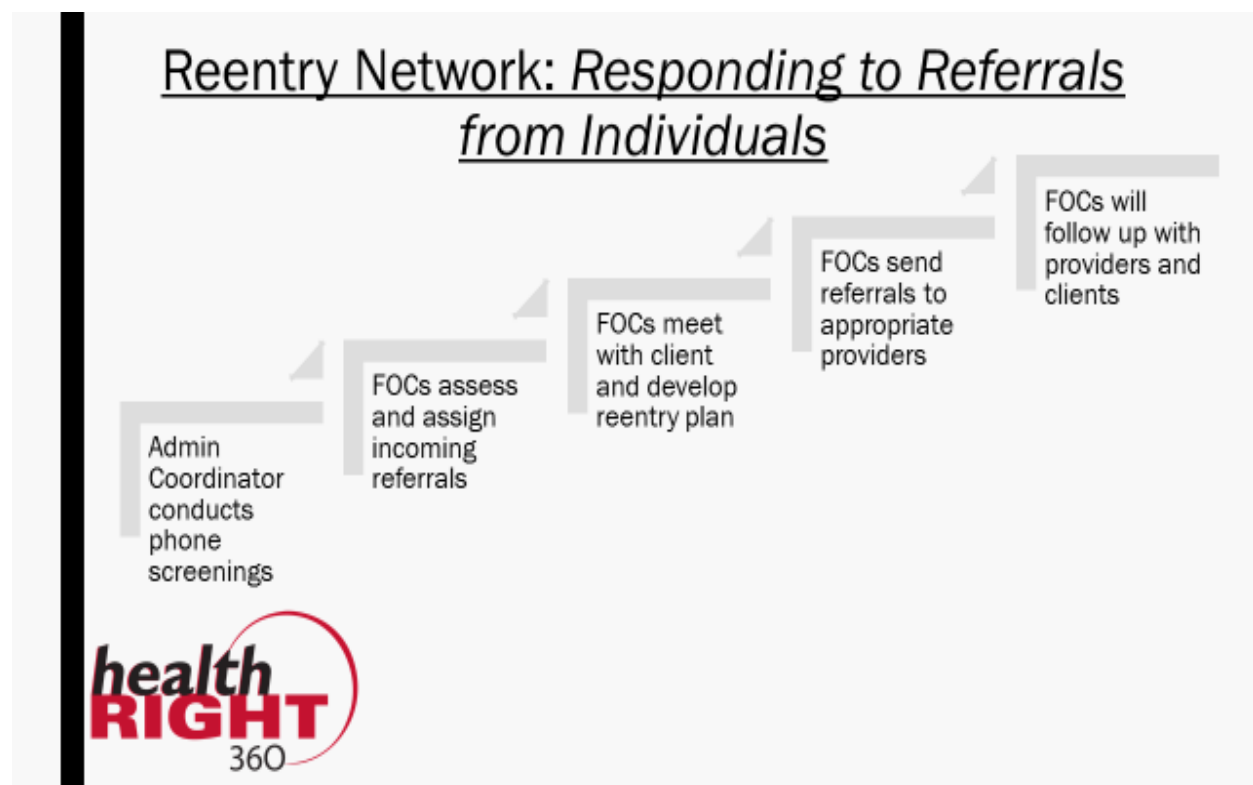
After the screening is complete, the RTS will develop a reentry plan between two weeks and 30 days prior to the inmate's release date as possible.

The RTS will send the inmate's reentry plan and request for an in-custody visit to an FOC and/or appropriate service provider through the AB 109 shared data system. FOCs will then coordinate and/or send referrals to the appropriate providers on the inmate's behalf.



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1.5.4.8 Self Referrals



The Administrative Coordinator (AC) is the designated staff member for the Reentry Network Team to address incoming calls to the office for returning residents or their family members seeking services.

The AC conducts an initial phone screening using the Reentry Network's Program Interest Form and submits referral information to FOCs the same day.

FOCs assess referral information and respond to referral inquiries within 48 hours. They will schedule to meet with clients at a safe, convenient, and private location (i.e. NWD site) to develop an individual service plan.

After the plan has been developed, the FOCs send referrals to the appropriate providers via the case management data system.

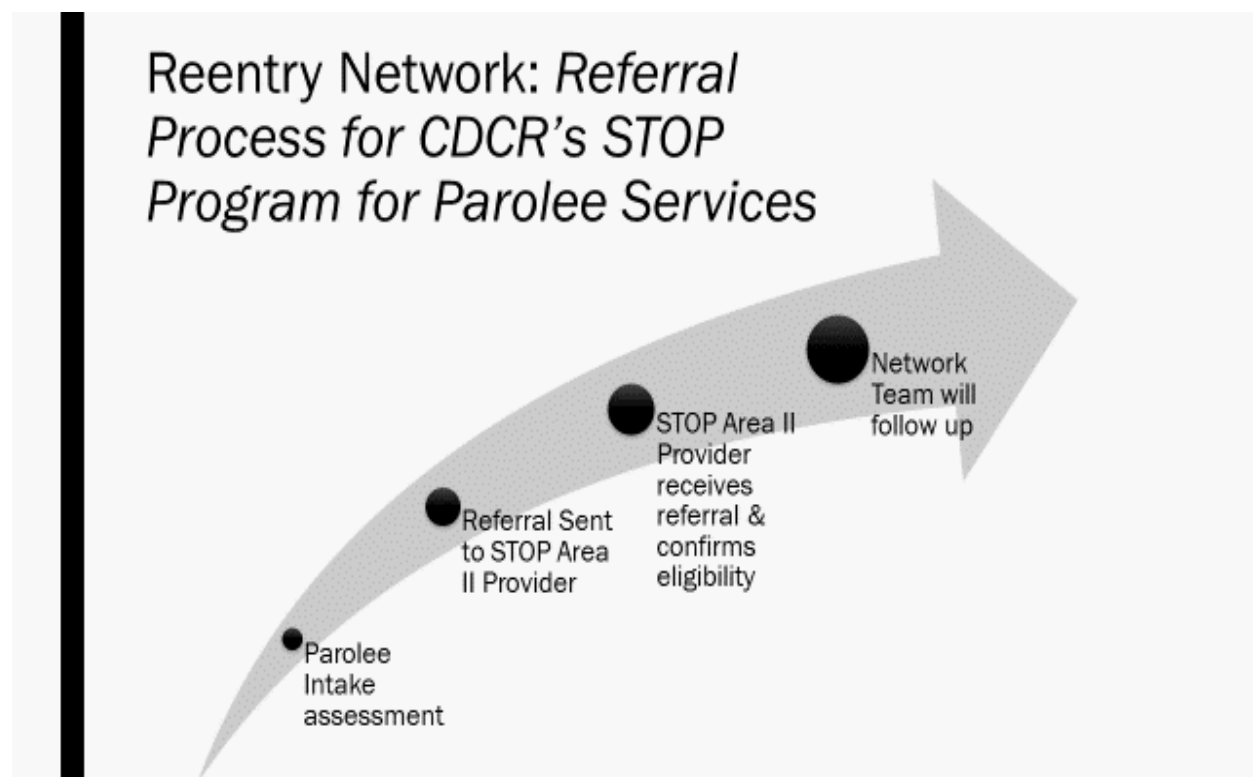
Providers then acknowledge receipt of referrals and connect with the client.

FOCs will follow up with providers and clients to ensure services are being utilized.



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1.5.4.9 Referral Process for Parolee Services



Parolee Services

State parolees are eligible for all Network services including those funded by the California Department of Corrections and Rehabilitation (CDCR) - Division of Rehabilitative Programs that provide statewide comprehensive, evidence-based programming through the Specialized Treatment for Optimized Programming (STOP) Initiative.

Services include:

- DHCS licensed Residential Substance Use Disorder Treatment
- Licensed Detoxification Services
- DHCS certified Outpatient services
- Motivational Incentives
- Anger Management
- Criminal Thinking
- Life Skills Programs
- Employment and Educational Services and Referrals
- Individual, Family and Group Counseling
- Sober Living Housing

For any person on active state parole that is referred for services, an FOC will schedule an intake appointment with the client to conduct comprehensive needs assessment and to ensure all required documentation is procured. Once intake is completed, the FOC will submit all paperwork requirements to the STOP Area II contractor. Upon receipt, STOP will confirm the client's eligibility through his/her



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parole agent, identify a placement date and begin services. The Network Team will follow up with the client after initial enrollment to address any other pending needs as appropriate.

1.5.5 Network Collaboration

Effective collaboration among Network system partners and the community at-large requires a commitment to a shared vision and a process of alignment and integration that will include adjustments in service delivery, sharing data and information, service coordination and on-going communication, experimentation and training. For the Network, a collaborative approach emphasizing shared responsibilities and mutual accountability is critical to the effectiveness and efficiency of the system, and will be a determining factor in the outcomes of participants' reentry process. As described in the accompanying Operations Plan, the Network Team will assess the performance of the Network's collaborative activities with partner agencies based on a core set of performance objectives.

Interagency Communication and Coordination

To ensure continuous communication and service coordination among partners, the Network Team facilitates monthly meetings with partners to address operational issues, gather feedback, and discuss cases and other critical matters involving the Network. These meetings also provide opportunities to identify other modes and processes for enhancing coordination.

Community Engagement

The Reentry Network is committed to engaging and orientating the community on the services, opportunities and resources of the Reentry Network, service providers, and "No Wrong Door" (NWD) sites and to provide and promote on-going messaging and community engagement strategies. The Network Team meets with and presents to community groups and service clubs to reduce fear-based thinking, gain community buy-in and support for reentry efforts, and attract community involvement and volunteers.

The Network Team also implements a communications plan for disseminating information on Network services and access points that are available pre-release and accessible at all Service Provider sites, NWD sites, Police Departments, key County Departments, elected officials offices in the community, and the Probation Department.

1.5.6 Training

The Reentry Network is committed to providing opportunities to increase the capacity and expertise of partners and constituents, and is also committed to fostering a community of learning and best practice sharing among partners.

The Network:

- Solicits training specialists to provide professional development opportunities for core partners
- Develops an annual calendar for upcoming trainings focused on specialized areas including, but not limited to, cultural competency, gender responsiveness, and motivational interviewing, etc.
- Provides Network Orientation Training and training in the Dialogue for Peaceful Change (DPC) methodology to volunteer Mentor-Navigators
- Facilitates cross training of service providers on each other's services and capacity, on Reentry Network services and processes, and on the resources of "No Wrong Door" (NWD) sites.



CONTRA COSTA COUNTY REENTRY NETWORK

Reentry Network Contact Information

Reentry Network Team	Contact Info
Patrice Guillory, Network Manager	925-732-1357 Direct Line pguillory@healthright360.org
Ronell Ellis, Field Operations Coordinator	415-300-5705 Cell rellis@healthright360.org
Michael Pitts, Field Operations Coordinator	415-300-5628 Cell mpitts@healthright360.org
Hector Jaimes, Field Operations Coordinator	415-302-0231 Cell hjaimes@healthright360.org
Edina Rahmanovic, Administrative Coordinator	925-732-1372 Direct Line erahmanovic@healthright360.org

MAIN OFFICE:
5119 Lone Tree Way
Antioch, CA 94531
925-732-1374 or 1-844-819-9840
www.healthright360.org
www.co.contra-costa.ca.us/5220/Reentry-Network



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NETWORK OPERATIONS PLAN

Introduction

In accordance with the original plan for the East and Central County Networked System of Services, this manual includes the Network Operations Plan for fiscal year 2017-2018. The purpose of the operations plan is to provide a summary of strategies requiring further development, and an accompanying implementation timeline.

(Appendix 2.19: HR360/Reentry Network Implementation Timeline: FY 2017-18.)

Summary of Network Strategies for Future Development

Triage

Triage between law enforcement, the Network, and the returning resident may be necessary at times as a means to increase the success of the returning resident accessing services, to find possible alternatives to re-incarceration if a returning resident engages in new criminal activity, and to facilitate positive communication between local police and returning residents. The Network Team will develop and implement triage agreements and protocol as needed with Probation, Police Chiefs, ORJ, DA and Public Defender.

How Triage Works

In situations where triage is needed, the Network Team will convene a multidisciplinary team and develop or update the participant's Individual Service Plan (ISP). Depending on the purpose of the convening, the triage team would include an FOC, a Probation Officer, possibly an MN, the local AB 109 Officer, and when necessary a member of the Public Defender's Office and District Attorney's Office. FOCs process referrals based on the plan, provide triage coordination and support, and call case management meetings with service providers, the Probation officer, and others involved in the case as needed to discuss the service plan and incentivize compliance.

Pre-Release Planning and Engagement

Pre-release engagement is a strategy of great importance for the Network. The Network Team is committed and plans to outreach and communicate as frequently as possible, and consistently with individuals in the County's detention facilities; implement a more efficient and seamless process for linking returnees to the most appropriate resources; and ensure that returnees are better prepared, while in-custody, to access the resources available to them upon release. The Network Team will continue to work with the County's Office of Education, Sheriff's Office, and ORJ to meet these objectives.

Additionally, consistent with the County's Pre-Release Planning Pilot set to launch for FY 17-18, the Network Team will continue its participation in the pilot to establish a pre-release planning infrastructure in the County's detention facilities. Specifically, FOCs will continue to coordinate intake assessments and service planning with the Reentry Transitional Specialist and share information through the AB 109 programs shared data system.

The Network has also initiated discussions with Los Medanos College, County Workforce Development Board, the County's Office of Education, and the Sheriff's Office to establish transitional pathways from incarceration to educational and vocational opportunities post-release. Creating these pathways involves



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significant preparation while an individual is in custody, and would require institutional practice change and intra-departmental coordination. The Network Team will continue to work with these entities and provide support where needed to reach this objective.

Mentor-Navigator Pre-Sentencing Assignments

The Network plans to develop pre-sentencing procedures and protocols with the DA and Public Defender's Offices for a MN assignment to a participant who is awaiting sentencing, prior to incarceration or probation. This will depend on the impending charges and be based on an assessment conducted by an FOC, and an agreed upon recommendation from the DA and Public Defender's offices. Then, the MN will work with the participant and his/her Public Defender (in Contra Costa County only) to develop a reentry plan, provide encouragement and support, and identify needed services.

In early conversations with the DA and Public Defender's offices, it has become apparent that training of attorneys and judges on the Reentry Network system is critical so that all parties are informed of the various strategies to be implemented to reduce recidivism and increase their clients' access to services. The Network will continue to work with the DA and Public Defender's offices to ensure training is available to all relevant staff.

Reentry Network and Reentry Success Center Collaboration

The Network is committed to aligning resources and services across the County. In doing so, the Network is working with the Reentry Success Center in Richmond to integrate connections to both the Network and the Center's resources, and to implement a shared data system to measure success both at the individual and population levels. These efforts will provide consistent and ongoing information sharing and data collection and analysis across the County. Likewise, measuring results across all partnered agencies will provide insight into the reentry system's overall effectiveness.

Departmental Training

As previously mentioned, the Network is committed to enhancing the skills, knowledge, and expertise of the County's reentry system partners. The Network has received requests from County agencies to offer trainings to their staff in order to increase cohesion between public agencies and community-based providers, and to be well informed of the resources available to the reentry population. The Network will continue to provide opportunities for learning and development and work with ORJ and the Reentry Success Center to identify specific reentry-related training programs.

Community Outreach and Engagement

The Network plans to outreach and engage community participation and engagement with the Network and its participants throughout FY 17-18. The Network Team will identify local community groups, service clubs, and other organizations to share information about the Network and how the community can participate in reducing recidivism and supporting successful reintegration. The Network Team will also partner with agencies to support the development of community resource fairs, community forums, and other activities that aim to improve messaging about the reentry population.

Network Collaborative Performance Objectives

Consistent with efforts to establish a set of goals and indicators associated with successful reintegration, the Network is also committed to assessing the Network's collaborative performance by measuring elements of organizational effectiveness and the impact of partners' contribution to the system's operations. The importance of this approach is that it enlists the assessment of both the impact of



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individual partners as well as the impact of the collaborative process, which will have a profound effect on the system's ability to service clients well. Below is a listing of the immediate objectives the Network will measure in the short-term to monitor progress toward the development of a successful collaborative system.

Network Collaborative Performance Objectives – Immediate Term

Shared Vision
<ol style="list-style-type: none">1. Partners have a common understanding of recidivism and barriers to reintegration2. Partners have come to a consensus on the Network's ultimate goals and are committed to a shared vision for change3. Partners have committed to addressing recidivism and barriers to reintegration using an adaptive approach with clearly articulated strategies and agreed upon actions
Network Team Support of Partners
<ol style="list-style-type: none">1. The Network Team effectively guides the Reentry Network vision and strategy(ies)2. The Network Team ensures alignment of existing activities in pursuit of new opportunities toward the initiatives goal3. The Network Team supports the collection and use of data to promote accountability, learning, and improvement4. The Network Team is helping to align sufficient funding to support the Reentry Network's goals5. The Network Team has built public will, consensus, and commitment to the goals of the Reentry Network
Mutually Accountable & Interlocking Responsibilities
<ol style="list-style-type: none">1. Partners are coordinating their activities to align with the Reentry Network plan2. Partners have filled gaps and reduced duplication of efforts3. Partners have (re)allocated resources to their highest and best use in support of the Reentry Network
Shared Data & Measurement
<ol style="list-style-type: none">1. Partners understand the value of the shared data system2. The process of designing and managing the shared data system is participatory and transparent3. The data system has been designed to track progress toward the Reentry Network's goals/outcomes4. The data system is well-designed and user friendly5. Quality data on a set of meaningful indicators is available to partners in a timely manner6. Partners use data from the data system to make decisions7. Sufficient funding and resources are available to support the technology platform, training, and technical support
Fostering Consistent and Continuous Communications
<ol style="list-style-type: none">1. Structures and processes are in place to engage partners, keeping them informed and inspired2. Structures and processes are in place to engage external stakeholders, keeping them informed and inspired
Culture of Learning
<ol style="list-style-type: none">1. The Reentry Network has established a culture of experimentation2. The Reentry Network has established structures and processes to support ongoing learning3. The Reentry Network has established a culture of openness, transparency, and inclusion4. The Reentry Network has established a culture of trust, respect, and humility among partners



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Capacity of Network Partners

1. The Reentry Network has sufficient financial resources to do its work as planned
2. The Reentry Network has sufficient people and skills to do its work as planned
3. The skills and capacities of partners have improved

Network Collaborative Performance Objectives – Long-Term

The Network has also defined a core set of long-term objectives, which if achieved, will enhance the efficiency and effectiveness of the Network's systems approach to successful reentry. These objectives account for a much broader context – for example, changes in AB 109 funding, updates to departmental protocols, local implementation of state policies, etc. – that will have an effect on Network system operations and service quality.

As part of the Network Operations Plan, the Network intends to monitor the following long-term objectives to evaluate impacts on the system and determine the long-lasting effects of Network services and activities on the reentry community.

Changes in Professional Practice

- Professional education and standards are evolving to support the goals of the Network
- Formal criminal justice system actors and other local institutions demonstrate increased responsiveness to community needs
- Formal criminal justice system actors and other local institutions have improved service delivery capacity
- Organizational and institutional policies evolve to support goals of the Reentry Network

Funding & Sustainability

- Philanthropic and public funders leverage funding for community reintegration and recidivism reduction through partnerships and collaborative funding efforts

Changes in Cultural Norms

- Social and cultural norms that govern individual behaviors are evolving to support the behavior change goals of the Reentry Network (i.e. from fear-based to strength-based)

Changes in Public Policy

- Progress is being made toward the development of policy in alignment with the Reentry Network's goals
- Policy or policies are implemented in alignment with the Reentry Network's goals/outcomes



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CONTRA COSTA COUNTY REENTRY SYSTEM - INTERAGENCY OUTCOMES & ACTIVITIES

This document serves as a guiding framework for evaluating the reentry system's activities and assessing progress among reentry clients. The framework takes into account a variety of data measures that is not housed in one singular information system, but rather is collected by various partnered agencies. As a very important evaluative tool, this framework will help illuminate each agency's part in the whole system to produce improved outcomes for Contra Costa County's returning residents.

<i>Long-Term Goals</i>	<i>Indicators of Success</i>	<i>Measurable Activities</i>
Returning residents transition to community from incarceration ready to succeed in reentry programming	<ul style="list-style-type: none">• Participants obtained I.D.s• Participants exiting jail with reentry plans• Participants enrolled in reentry services• Participants have secured safe temporary housing	<p>Individuals currently incarcerated in the Co Co County jails will be informed of the services available to them while in-custody and post-release through adult school presentations and newsletters</p> <ul style="list-style-type: none">• Activity Indicator 1: <i>Monthly newsletters circulated in the dormitories</i>• Activity Indicator 2: <i>Monthly Network and provider in-jail presentations</i>• Activity Indicator 3: <i>Pre-release visits by Network and providers</i>• Activity Indicator 4: <i>Requests for information by inmates</i>
		<p>Returning men and women without an I.D. and SSC are referred to the Employment/Education Liaison to retrieve a no-fee waiver for the DMV</p> <ul style="list-style-type: none">• Activity Indicator 1: <i>Outgoing referrals for liaison services</i>• Activity Indicator 2: <i>Clients receiving no-fee waivers</i>



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		<p>Returnees exiting Co Co County jails will develop a reentry plan with the Reentry Transitional Specialist. FOCs will develop reentry plans with returnees in the community. Referrals to service providers will be sent within certain number of days.</p> <ul style="list-style-type: none"> • Activity Indicator 1: <i>Reentry plans developed</i> • Activity Indicator 2: <i>Outgoing referrals to service providers</i> • Activity Indicator 3: <i>Program enrollment</i>
<p>Returning residents are self-sufficient and live an independent life</p>	<ul style="list-style-type: none"> • Participants proficient in basic high school education • Participants obtained certifications • Participants obtained college degrees • Participants secured permanent employment w/ livable wage and benefits • Participants taking actions toward achieving financial security • Participants obtained safe and stable permanent housing 	<p>Returnees incarcerated in Co Co County jails will be assessed for reading and math levels. Returnees in the community will be assessed on reading and math levels at intake screening of Employment providers.</p> <ul style="list-style-type: none"> • Activity Indicator 1: <i>Clients assessed with either WDB key chain tests or Adult School assessments</i> • Activity Indicator 2: <i>Clients enrolled in GED or literacy program</i>
		<p>Employment & Vocational Training providers will offer vocational certifications at no cost to returnee.</p> <ul style="list-style-type: none"> • Activity Indicator 1: <i>Returnees enrolled, regularly attend, and complete certification trainings</i>
		<p>Education and liaison providers will support returnees in admissions, accessing financial aid, and other support services</p> <ul style="list-style-type: none"> • Activity Indicator 1: <i>Returnees referred to liaison and/or education partners for support services</i> • Activity Indicator 2: <i>College and financial aid apps submitted by clients</i>



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		<p>Employment providers will offer transitional employment, OTJ training, and placement opportunities for returnees</p> <ul style="list-style-type: none"> • Activity Indicator 1: <i>Clients in transitional employment</i> • Activity Indicator 2: <i>Clients in specialized job training</i> • Activity Indicator 3: <i>Clients placed in permanent jobs</i> • Activity Indicator 4: <i>Monthly income amounts</i> <p>Financial literacy partners and the Network will provide financial literacy workshops and offer savings accounts</p> <ul style="list-style-type: none"> • Activity Indicator 1: <i>Clients enrolled and participate in financial literacy workshops or one-to-one coaching</i> • Activity Indicator 2: <i>Clients open checking and savings accounts</i>
Returning residents develop healthier habits	<ul style="list-style-type: none"> • Participants experiencing fewer relapses (self-report) • Participants with fewer mental health symptoms that may affect behavior (self-report) 	<p>Returnees exiting from CoCo County jails will be assessed for behavioral and mental health needs. Returnees in the community will have access to mental health/therapeutic services and recovery support services</p> <ul style="list-style-type: none"> • Activity Indicator 1: <i>Clients assessed by AODS and Forensics MH</i>



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	<ul style="list-style-type: none"> • Participants demonstrating improved and positive behaviors (self-report) • Participants demonstrates progress with disassociation from negative influences/criminogenic risks (self-report) • Participants expressing improved moods regularly • Participants utilizing supports for improving physical health (self-report) 	<ul style="list-style-type: none"> • Activity Indicator 2: <i>Clients placed in in-patient treatment</i> • Activity Indicator 3: <i>Clients participating in outpatient treatment regularly</i> • Activity Indicator 4: <i>Clients participating in support groups regularly</i>
		<p>The Network will partner with agency(ies) to provide ongoing CBT workshops</p> <ul style="list-style-type: none"> • Activity Indicator 1: <i>CBT workshops offered in the community</i> • Activity Indicator 2: <i>Clients participating in CBT workshops regularly</i> • Activity Indicator 3: <i>Average attendance rate of CBT training</i>
		<p>Health service providers will provide support for benefits enrollment and accessing a medical provider</p> <ul style="list-style-type: none"> • Activity Indicator 1: <i>Outgoing referrals for benefits enrollment</i> • Activity Indicator 2: <i>Clients enrolled in benefits</i> • Activity Indicator 3: <i>Benefit denials resolved</i>
		<p>CBO and FBO NWD sites will provide a safe, healthy, and therapeutic environment for ongoing support</p> <ul style="list-style-type: none"> • Activity Indicator 1: <i>NWDs offering activities for returnees</i> • Activity Indicator 2: <i>Clients participate regularly in NWD activities and/or access NWD services</i>



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		<p>The Network will survey clients for their feedback on their health and well-being</p> <ul style="list-style-type: none"> • Activity Indicator 1: <i>Surveys given to clients</i> • Activity Indicator 2: <i>Survey responses collected</i>
<p>Returning residents are productive and living a law abiding life</p>	<ul style="list-style-type: none"> • Participants successfully terminated from general supervision and/or parole • Participants have no new criminal justice involvement • Participants last date of incarceration over a year • Participants resolved court-mandated fees and fines • Participants successfully completed court-mandated programs 	<p>The Network will partner with law enforcement and justice system actors to train on reentry service provision and alternative sentencing options for reducing recidivism</p> <ul style="list-style-type: none"> • Activity Indicator 1: <i>Frequency of PD officers trained on the Reentry Network strategies</i> • Activity Indicator 2: <i>Frequency of DA & PDO attorneys trained on the Reentry Network strategies</i> • Activity Indicator 3: <i>Frequency of judges and relevant court personnel trained on the Reentry Network strategies</i> • Activity Indicator 4: <i>Frequency of Sheriff Office administrators trained on the Reentry Network strategies</i> • Activity Indicator 5: <i>Frequency of Probation officers and administrators trained on the Reentry Network strategies</i>
		<p>The Network will partner with law enforcement to implement triage strategy</p> <ul style="list-style-type: none"> • Activity Indicator 1: <i>Outgoing referrals for triage intervention and planning</i> • Activity Indicator 2: <i>Clients demonstrating progress following triage intervention</i> • Activity Indicator 3: <i>Clients receiving some</i>



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		<i>infraction following triage intervention</i>
		<p>The Network will work with the DA and Public Defenders Office to support returnees during pre-sentencing</p> <ul style="list-style-type: none"> • Activity Indicator 1: <i>Requests for MN assignment at pre-sentencing</i> • Activity Indicator 2: <i>Client case plans successfully completed with MN support</i> • Activity Indicator 3: <i>Client case plans unsuccessfully completed with MN support</i>
Returning residents successfully reunite with family members and other social supports	<ul style="list-style-type: none"> • Participants reconnect with children and significant social figures • Participants reconnect with children and significant social figures on a consistent basis • Participants develop prosocial support systems in the community 	<p>The Network will provide trained volunteer Mentor-Navigators (MNs) to provide mentorship and service navigation support to returnees</p> <ul style="list-style-type: none"> • Activity Indicator 1: <i>Clients submit application for mentors</i> • Activity Indicator 2: <i>Clients matched with mentors</i> • Activity Indicator 3: <i>Clients identify their mentors as an important relationship</i>
		<p>NWD sites will provide a safe, healthy, and therapeutic environment for ongoing support and community connection</p> <ul style="list-style-type: none"> • Activity Indicator 1: <i>NWDs offering activities for returnees</i>



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		<ul style="list-style-type: none"> • Activity Indicator 2: <i>Clients participate regularly in NWD activities and/or access NWD services</i>
<p>Returning residents feel safe in their communities</p>	<ul style="list-style-type: none"> • Participants feel cared for by others outside of family (self-report) • Participants feel welcomed in their community (self-report) • Participants living in safe and healthy environments • Participants feel engaged by prosocial support systems in the community (self-report) 	<p>The Network will partner with NWD sites and other agencies to provide family activities, parenting workshops, and support services for children of clients</p> <ul style="list-style-type: none"> • Activity Indicator 1: <i>Clients attending family activities</i> • Activity Indicator 2: <i>Clients enrolled and participating in parenting workshops and/or leadership training</i> • Activity Indicator 3: <i>Children of clients attending and participating in family activities WITH clients</i>
		<p>The Network will partner with NWDs and other community organizations to enlist community outreach activities and providing information on the realities of reintegration after incarceration</p> <ul style="list-style-type: none"> • Activity Indicator 1: <i>Annual community activities (i.e. forums, community resource fairs, screenings, theater, etc.)</i> • Activity Indicator 2: <i>Stakeholders attending and/or hosting informative trainings/activities annually</i>
		<p>The Network will enlist a communication strategy to increase awareness and educate the public about the realities of the reentry population</p> <ul style="list-style-type: none"> • Activity Indicator 1: <i>Media releases and stories promoting success of clients</i> • Activity Indicator 2: <i>Online subscriptions and</i>



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		<i>"clicks" to community wide newsletter</i>
		<p>The Network will survey clients for their feedback on their community</p> <ul style="list-style-type: none"> • Activity Indicator 1: <i>Surveys given to clients</i> • Activity Indicator 2: <i>Survey responses collected</i>
Families and community members support successful reintegration	<ul style="list-style-type: none"> • Participants express family and community members are positive role models • Participants express receiving encouragement from caring family and community members regularly • Participants express being held accountable for their actions in a non-judgmental way • Participants feel supported by family and community members 	<p>The Network will partner with NWD sites and other agencies to provide family activities, parenting workshops, and support services for families</p> <ul style="list-style-type: none"> • Activity Indicator 1: <i>Clients attending family activities</i> • Activity Indicator 2: <i>Clients' family members attending family activities</i> • Activity Indicator 3: <i>Clients enrolled and participating in parenting workshops and/or leadership training</i> • Activity Indicator 4: <i>Clients or clients' family members requesting support services for the family</i>
		<p>Family Reunification provider will provide conflict mediation and support for the creation of a family reunification plan</p> <ul style="list-style-type: none"> • Activity Indicator 1: <i>Clients referred for family reunification service</i> • Activity Indicator 2: <i>Clients' family members agree to participate in family reunification process</i> • Activity Indicator 3: <i>Clients request and participate</i>



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		<i>in family and marriage therapy sessions</i> <ul style="list-style-type: none">• Activity Indicator 4: <i>Clients and family members develop and complete a reunification plan</i>
		<p>The Network will work with CFS, Family Court and Civil Legal provider to support returnees reunification process</p> <ul style="list-style-type: none">• Activity Indicator 1: <i>Clients request and receive support for completing CFS case plan</i>• Activity Indicator 2: <i>Clients successfully complete CFS case plan</i>



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Network Manager – Job Description

The Network Manager, reporting to the Vice President of After Care Services at HealthRIGHT360, will provide strategic guidance to the Reentry Network Team and partners, as well as oversee the implementation and progress of system operations. The Network Manager will also serve as the lead HealthRIGHT360 internal agency contact for the Contra Costa County region, and is subject to employment requirements and performance evaluations as established by HealthRIGHT360's Employee Policies. S/he will be an excellent leader and will have experience in managing staff of diverse backgrounds to produce results in a timely manner. S/he will also have established working relationships with the Contra Costa County Office of Reentry and Justice and Probation Department.

The Network Manager will be responsible for:

A. Operational Management

1. Developing and implementing overall strategic goals and objectives of the Reentry Network;
2. Overseeing the delivery of Network services and resources in accordance to the mission and vision of the Reentry Network;
3. Overseeing and providing high-level management of the system performance and collaboration between Reentry Network partners;
4. Supervising an Administrative Coordinator, three Field Operations Coordinators, and a Mentor/Volunteer Coordinator, also referred to as the Reentry Network Team members;
5. Establishing Reentry Network Team goals, priorities, and monitoring progress; conduct performance reviews of Reentry Network Team members;
6. Identifying and resolving any conflicts in the Reentry Network Team;
7. Managing training, supplies and staff-related reserve budget as agreed upon by the Vice President of After Care Services and the County Office of Reentry and Justice;
8. Developing and managing the Reentry Network partner Memoranda of Understanding (MOUs);
9. Managing and directing the Reentry Network referral process;
10. Working with the County Office of Reentry and Justice, Probation, and County Agencies to monitor and evaluate policies and procedures related to the Reentry Network, including ongoing review of agency standards for service referrals and coordination;
11. Providing High-level triage management and oversight of triage coordination;
12. Providing "No Wrong Door (NWD)" Site Trainings; and
13. Overseeing the planning and scheduling of trainings of Reentry Network Team, AB 109 Police Officers, Mentor/Navigators and other Volunteers, NWD site staff, and Network Service Providers in partnership with the County's Office of Reentry and Justice (ORJ).
14. Ensuring that the Network operates within its approved budget; and responsible for monitoring and reporting on all budgeted program expenditures

B. Technical Management

1. Implementing the Reentry Network's evaluation framework to assess the strengths of the system and its programs, and to identify areas for improvement;
2. Reviewing, analyzing and reporting on progress to HealthRIGHT 360 leadership, Chief Probation Officer, CCP, and the Office of Reentry and Justice;



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3. Working with Database Administrator or contracted consultant on appropriate data collection and outcome measurements for reporting;
4. Conducting regular meetings of Reentry Network partners to ensure effective operations, issue-identification and resolution;

C. Communications

1. Developing and implementing a communications plan for community and client outreach, and serve as Reentry Network representative to stakeholders and audiences;
2. Working with administrative support to design Reentry Network marketing materials;
3. Managing communications and communications protocol between Probation Officers and others who will be making referrals;
4. Working with Probation to determine what information is to be shared with service providers and setting up information coordination through Field Operations Coordinators;

D. Network Manager Attributes, Skills, and Experience

1. Open to and excited about an opportunity to innovate;
2. Familiar with the needs of returning residents and significant exposure to the reentry population;
3. Experienced in engaging and working with the communities in East and Central County;
4. Experienced managing staff and systems;
5. Understanding of program evaluation and assessments; demonstrated experience working with database systems preferred;
6. Demonstrated excellent writing ability; experience with grant-writing preferred
7. Familiarity with/commitment to evidenced-based "best" practices for justice-involved populations;
8. Resourceful and able to access agencies and key persons to support reentry efforts;
9. Known and respected by key County stakeholders;
10. Team builder with a dynamic, inclusive and affirming personality;
11. Demonstrated capacity in developing and managing collaborative services;
12. Ability to handle sensitive information in a confidential manner;
13. Action oriented. Strong problem-solving skills;
14. Excellent organization skills, ability to multi-task, juggle multiple priorities, and follow-through;
15. Ability to work cooperatively and effectively as part of interdisciplinary team and independently assume responsibility; Strong initiative, enthusiasm and willingness to contribute where needed;
16. Willingness to be trained in all categories in order to have broad and extensive view of the Network.



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Administrative Coordinator – Job Description

The Administrative Coordinator will coordinate, oversee, and/or perform a wide variety of administrative, secretarial, and program support activities on behalf of the Network Manager, Vice President of After Care Services, and the Reentry Network Team. S/he will serve as primary point of operational and administrative contact for internal and external constituencies, often on complex and confidential issues. S/he will also coordinate office and staff support services to the Reentry Network office.

The Administrative Coordinator must be highly-organized, detail-oriented, and exhibit great customer service skills. S/he must also maintain an excellent rapport with Network clients, partners and staff, and demonstrate a passion for serving the reentry population.

The Administrative Coordinator will be responsible for:

1. Providing administrative and clerical support for the Network Manager
2. Working with the Network Manager to develop brochures, web content, and other marketing and outreach materials as needed
3. Coordinating and overseeing printing of training materials
4. Training logistics including scheduling of trainings, securing one of the designated training rooms, processing trainer agreements and payments, securing refreshments, overseeing room set-up etc.
5. Working with Human Resources to ensure office policies and procedures are compliant, and organizing office operations and procedures
6. Scheduling and managing logistics for on-site and off-site Network Meetings including material development and preparation
7. Assisting the Network Manager with data entry and quality assurance
8. Assisting in the onboarding process for new hires
9. Addressing staff members queries regarding office management issues
10. Developing and managing a staff and Network master calendar of pre and post-release activities
11. Managing monthly pre-release Triage Team jail visits
12. Maintain Network Management file system which will include copies of triage files, employment docs, service provider MOUs, service provider assessments, post-release re-entry case plans, and other files as systems are further developed
13. Respond to calls and inquiries related to the Reentry Network
14. Attend meetings upon Network Manager's request



APPENDIX 2.3

15. Other duties as assigned by the Network Manager

The ideal Administrative Coordinator will be someone with the following attributes, skills and experience:

1. Office Administration background;
2. Proficient in Microsoft Office including Word, Excel, Power Point and Outlook;
3. Strong written and oral communication skills;
4. Team player;
5. Ability to handle sensitive information in a confidential manner;
6. Takes initiative, action oriented, and has strong problem-solving skills;
7. Excellent organization skills, ability to multi-task, juggle multiple priorities, and follow-through;
8. Comfortable in a fast-paced work environment;
9. Strong customer service skills;
10. Willing to go the extra mile to help the Reentry Network accomplish its goals;
11. Comfortable working with returning residents;
12. Strong attention to detail and highly organized;
13. Ability to work varying schedules if needed to assist with trainings or community outreach activities;
14. Experience with data entry into web-based client management or program management tools preferred;
15. Experience developing marketing and promotional materials strongly preferred;



APPENDIX 2.4

Field Operations Coordinator – Job Description

The Field Operations Coordinator, reporting to the Network Manager, will undertake a variety of administrative and program management tasks, and operational duties as it relates to the Reentry Network service delivery system. S/he will assist in planning, coordination and execution of the Reentry Network programs and services as described in the Network System Manual. S/he will also be in charge of tracking client progress throughout the system.

The Field Operations Coordinator must be organized and detail-oriented, comfortable working with diverse stakeholders, and have excellent interpersonal and communication skills. S/he must have some experience in program development, and the ability to facilitate effective coordination of services and supports for Network participants. S/he is subject to employment requirements and performance evaluations as established by HealthRIGHT 360's Employee Policies.

The Field Ops Coordinator will be responsible for:

System Coordination

1. Serving as point person for communications between the Sheriff's Office, Probation, local AB 109 officers, Public Defenders Office and a field of community-based service providers and AB 109 funded county programs to plan for successful reintegration and referral coordination
2. Ensuring implementation of communication protocols and procedures with law enforcement and agency partners as described in the Network System Manual;
3. Coordinating and managing communications between "No Wrong Door" (NWD) sites, service providers, clients and Probation;
4. Monitoring and managing a cohesive client tracking system across providers to ensure quality assurance;
5. Reporting progress, outcomes, and activities on an on-going basis;
6. Identifying and developing potential locations to serve as NWDs through staff trainings and the execution of MOUs;
7. Coordinating and responding to incoming and outgoing referrals from the NWDs;
8. Serving as point of contact for Reentry Network partners offering pre-release services including employment/education preparation and family reunification;
9. Providing programmatic support to and collaborates with the Mentor/Volunteer Coordinator to further develop the Mentor/Navigator program, and co-facilitate monthly meetings with Mentor/Navigator volunteers;

Client Management

1. Conducting intake interviews and pre-release screening to determine level of service and support needed regarding housing, education, employment, family, recovery, and community;



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2. Keeping accurate and up-to-date records and information on clients;
3. Monitoring and evaluating progress of participants in carrying out the Individual Service Plan;
4. Documenting participants progress and maintains appropriate documentation in case files;
5. Providing triage coordination and support as described in the Network System Manual;

Relationship Management

1. Supporting and coordinating other partner relationships as well as enlist community outreach and engagement strategies that will support and promote the Reentry Network services and programs;
2. Collaborating with other reentry programs to provide services to Network participants;
3. Building and maintaining relationships within the Network of local service providers in Central and East County;
4. Maintaining working relationships with outside stakeholders and network with professional and business groups;
5. Taking a lead role in criminal justice and reentry training, planning and implementation initiatives as needed;
6. Attending program- and agency-related meetings, conferences and trainings as appropriate;
7. Other related duties as assigned by the Network Manager;

Field Operations Coordinator Attributes, Skills and Experience:

1. Experience engaging and working with the reentry population;
2. Experience with case management and working with clients from various backgrounds;
3. Experience engaging and working in the communities in East/Central County preferred but not required;
4. Positive relationships with faith and community leaders or ability to develop them;
5. Willingness to go the extra mile and be an emergency resource for clients and volunteers, and to support emergency triage;
6. Engaging and supportive personality, and can manage well client-provider relationship;
7. Strongly proficient computer (Microsoft Office Suite, email, and internet), presentation, and public speaking skills;
8. Experience working with client management systems or databases;



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9. Ability to handle sensitive information in a confidential manner;
10. Takes initiative, action oriented, and has strong problem-solving skills and can tactfully address and resolve questions/concerns;
11. Demonstrated capability to conduct one's self in a calm and professional demeanor when dealing with the public and/or with difficult situations;
12. Willingness to adjust hours to accommodate the needs of the job;
13. Ability to effectively manage a wide array of tasks, projects, and responsibilities;
14. Must have strong administrative and organizational skills;
15. Demonstrated capacity to handle multiple tasks, priorities, projects, and follow-through;
16. Ability to handle multiple deadlines and tasks simultaneously;
17. Ability to establish and maintain effective working relationships with staff, volunteers, and community partners;
18. Ability to work in a team environment, while also working independently under general supervision;
19. Ability to adapt to a changing environment with the ability to respond to and manage crisis with calm, mindful, and respectful approach;
20. Ability to gather data, compile information, and prepare reports;
21. Ability to make administrative/procedural decisions and sound judgments;
22. Bilingual is a plus, but not required;
23. Knowledge of community resources;
24. Knowledge and understanding of issues and dynamics within the formerly incarcerated community relating to reentry and reintegration;
25. Excellent public and community relations, negotiation, mediation, conflict management, and meeting facilitation skills;
26. Demonstrated ability to inspire community participation and experience working with coalition-building or collaborative efforts;
27. Ability to develop strong relationships with diverse communities, who may have conflicting interests and opinions;
28. Ability to maintain strong and appropriate boundaries with personal identifying information when interacting with clients, community members, and partners;
29. Exceptional written communication skills and can express complex ideas with clarity and precision in written documents;



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- 30. Excellent interpersonal skills
- 31. Eagerness to learn new things and adapt to constantly changing circumstances



APPENDIX 2.5

Mentor/Volunteer Coordinator – Job Description

The Mentor/Volunteer Coordinator, reporting to the Network Manager, is key to maintaining, growing, and strengthening the Reentry Network by outreach to the community to recruit, identify, vet, and train a team of Mentor/Navigator volunteers to assist clients as they move through the Reentry Network. S/he will be a critical resource for assisting Probation and the Field Operations Coordinators keep track of and support AB 109 probationers as they access the Reentry Network's services and providers.

The Mentor/Volunteer Coordinator must be organized and detail-oriented, comfortable working with diverse stakeholders and the general public, and have excellent interpersonal and communication skills. S/he must have some experience in program coordination. S/he is subject to employment requirements and performance evaluations as established by HealthRIGHT 360's Employee Policies.

The Mentor/Volunteer Coordinator will be responsible for:

Volunteer Outreach & Recruitment

1. Planning and implementing a comprehensive recruitment campaign at least six weeks in advance of each series of new volunteer trainings;
2. Implementing specialized recruitment strategies targeting culturally diverse communities;
3. Organizing, coordinating and managing the recruitment of volunteers to serve as Mentor/Navigators and/or assist the Reentry Network Team;
4. Providing consistent and timely follow up communication;
5. Representing the Reentry Network at community events and working with social, civic and local organizations to develop partnerships, where appropriate, to develop and/or utilize volunteers;
6. Identify community outreach opportunities such as job fairs, cultural festivals, local markets and organizations;
7. Developing, promoting, and maintaining a wide range of volunteer opportunities within the Reentry Network;

Volunteer Program Coordination

1. Coordinating and participating in screening, interviewing and training of volunteers;
2. Creating volunteer program materials (updating procedures and protocols, applications, volunteer agreements, orientation handbooks, etc.);
3. Assigning Mentor/Navigators to Network participants;
4. Maintaining and monitoring Mentor/Navigator case notes, Mentor/Navigator to Mentee activities, and volunteer statistics through GREZHA database;
5. Maintaining updated records on all volunteers, and providing timely statistical and activity reports on volunteer participation;
6. Maintaining volunteer service descriptions for each volunteer assignment;
7. Assisting Mentor/Navigators in developing goals and reentry plans for their assigned Mentees;
8. Problem-solving with Mentor/Navigators concerning aspects of their assignments;
9. Attending and co-facilitating monthly Mentor Supervision meetings, and reports to staff on volunteer activities as needed;



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10. When necessary, accompanying volunteers during agency visits;
11. Facilitating relations between Mentor/Navigators and key players involved in their Mentee's reentry plan, professional or otherwise;
12. Scheduling and conducting individual Mentee review sessions with Mentor-Navigators;
13. Scheduling all volunteer activity, including trainings and site visits;
14. Acting as liaison between Mentor/Navigator and any management of other agencies;
15. Evaluating volunteer participation on a regular basis;
16. Surveying staff, Network participants, partners, and volunteers regularly to assess needs for volunteer assistance;

Volunteer Training

1. Planning, coordinating, and implementing specialized training program and orientation for new volunteers;
2. Maintaining current and accurate volunteer records, and ensuring that all necessary legal documents are received from volunteer;
3. Providing post-training support to facilitate their understanding of Contra Costa County's reentry system and processes, and psychosocial dynamics involving their Mentee;
4. Researching, developing, and coordinating ongoing professional development opportunities for volunteers;
5. Providing ongoing guidance for volunteers and working with them to increase their advocacy skills;

Peer & Social Support Coordination

1. Coordinating and providing a portfolio of social support activities that would unite participants with their peers and other Reentry Network Alumni, their families, and the community;
2. Collaborating with other Mentoring agencies in the County serving similar populations;
3. Recommending and developing ongoing volunteer utilization, and developing and implementing volunteer recognition;
4. Identifying and coordinating a team of volunteer leads to further support the program;
5. Arranging social activities for Mentees and Mentor/Navigators to develop Mentee recognition;

Other Assigned Duties

1. Attending various trainings, conferences and seminars as appropriate to enhance professional growth and development as requested by the Network Manager;
2. Attending meetings as requested by the Network Manager;
3. Other related duties as assigned by the Network Manager;

Mentor/Volunteer Coordinator Attributes, Skills and Experience:

1. Experience with community outreach, volunteer management and recruitment;
2. Experience with case management and working with clients from various backgrounds;



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3. Experience engaging and working with the reentry population;
4. Experience engaging and working in the communities in East/Central Contra Costa County preferred;
5. Highly-energetic and experience enlisting community engagement strategies;
6. Positive relationships with faith and community leaders or ability to develop them;
7. Willingness to go the extra mile and be an emergency resource for Mentor/Navigators and to support emergency triage;
8. Demonstrated ability to inspire community participation and experience working with coalition-building or collaborative efforts;
9. Proficient computer (Microsoft Office Suite, email, internet), presentation, and public speaking skills; experience working with databases preferred;
10. Experience tracking volunteer participation and engagement;
11. Ability to handle sensitive information in a confidential manner;
12. Takes initiative, action oriented, and has strong problem-solving skills and can tactfully address and resolve questions/concerns;
13. Excellent organization skills, ability to multi-task, juggle multiple priorities, and follow-through;
14. Demonstrated capability to conduct one's self in a calm and professional demeanor when dealing with the public and/or with difficult situations;
15. Willingness to adjust hours to accommodate the needs of the job;
16. Ability to effectively manage a wide array of tasks, projects, and responsibilities;
17. Ability to communicate with, organize, and train volunteers to be effective in their roles;
18. Ability to maintain strong and appropriate boundaries with personal identifying information when interacting with clients, community members, and partners;
19. Ability to establish and maintain effective working relationships with staff, volunteers, and community partners;
20. Ability to work independently under general supervision;
21. Ability to adapt to a changing environment with the ability to respond to and manage crisis with calm, mindful, and respectful approach;
22. Ability to gather data, compile information, and prepare reports;
23. Ability to make administrative/procedural decisions and sound judgments;
24. Bilingual is a plus, but not required;



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25. Knowledge of community resources;
26. Knowledge and understanding of issues and dynamics within the formerly incarcerated community relating to reentry and reintegration;
27. Excellent public and community relations, negotiation, mediation, conflict management, and meeting facilitation skills;
28. Exceptional written communication skills and can express complex ideas with clarity and precision in written documents;
29. Excellent interpersonal skills;
30. Eagerness to learn new things and adapt to constantly changing circumstances;



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Mentor-Navigator Description

What is a Mentor-Navigator?

A Mentor-Navigator (MN) is a trained volunteer who provides information, guidance, compassion and support to returning residents as they transition from jail to community. Mentor-Navigators are key advocates who work in partnership with a returning resident during his/her road to successful reintegration, and assist them in achieving their personally-defined goals by helping them navigate the various resources and services available to them through the Reentry Network. MNs serve to empower, encourage, and demonstrate positive behaviors, healthy living, and mindful thinking.

The Mentor-Navigator program is an essential component of the Reentry Network and is intentionally designed to operate as a core function of the reentry system. All volunteers will work closely with and are supervised by the Mentor/Volunteer Coordinator. Volunteers will also be subject to program requirements and performance reviews as defined in the Network System Manual.

What are the roles and responsibilities of a Mentor-Navigator?

A Mentor-Navigator's primary role is to provide guidance and support to his/her Mentee based on the Mentee's unique needs. At different points in the relationship, Mentor-Navigators will take on some or all of the following roles:

1. Coach/Advisor

- a. Give advice and guidance, share ideas, and provide feedback
- b. Share information on and be an example of what successful reentry looks like
- c. Provide input to the Mentee's reentry plan
- d. Help the Mentee understand the process and procedures of service providers and other partnered agencies

2. Source of Encouragement/Support

- a. Act as sounding board for ideas/concerns about life choices and consequences of actions taken; provide insight into possible opportunities
- b. Provide support on personal issues, if appropriate

3. Resource Navigator

- a. Identify resources to help a Mentee enhance personal development and career growth



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- b. Expand the Mentee's network of contacts
- c. Provide a "warm handoff" between the Mentee and service providers

4. Champion

- a. Serve as an advocate for the Mentee whenever opportunity presents itself and assure the Mentee's best interests are being represented at every stage of the reentry process
- b. Seek opportunities for increased visibility for the Mentee
- c. Encourage and demonstrate to the Mentee how to develop life skills for self-empowerment, self-determination, and leadership

5. Accountability Partner

- a. When appropriate, play devil's advocate to help the Mentee think through important decisions and strategies
- b. Hold the Mentee accountable to the commitments and goals he/she sets for him/herself and to others
- c. Monitor the Mentee's action to ensure they're on the right path

Mentor-Navigators will be responsible for the following duties:

- Maintain written records of engagement with Mentee and his/her progress in achieving goals stated in the reentry plan by submitting case notes in online Mentor database or hard copy forms provided by the Network Team.
- Help Mentee become familiar with Reentry Network and other available community resources; advise and refer Mentee to appropriate resources, as the need arises.
- Attend monthly supervision meetings.
- Meet individually with assigned Mentees at a minimum of once a week.
- Monitor the Mentee's reentry plan as often as necessary to observe whether the Mentee's needs and goals are being met; submit recommended updates to Mentee's reentry plan to Reentry Network staff as needed.
- Participate in any planning or triage team meetings involving the Mentee in order to keep informed of the Mentee's status.
- Remain actively involved in the Mentee's reentry process until successful termination of supervision or when a determination has been reached cooperatively by the Mentee, Mentor, and Mentor/Volunteer Coordinator that disengagement is prudent.



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- Assist in the evaluation of the Mentor-Navigator program
- Coordinate social activities with Reentry Network staff for Network participants and Mentees.

What are the *qualifications* of a Mentor-Navigator?

- A strong sense of professionalism, including accountability, confidentiality, resourcefulness, critical thinking, and good judgment
- Able to recognize the strengths of different experiences and perspectives
- Be an active, effective, non-judgmental and compassionate listener
- Respectful of all people regardless of socio-economic background, ethnicity, religion, sexual orientation, disability, or gender
- Must be a team player
- Understanding of one's own culture and respect for differences between cultures
- Must have strong verbal and written communication skills
- Have good reading comprehension
- Must have reliable transportation
- Proficient basic computer skills, including, at a minimum, current working knowledge of Microsoft Office
- Must have an average 2-5 hours per week available to the program, including attending monthly supervision meetings
- Must complete a series of trainings provided by the Reentry Network
- Bilingual is a plus but not required
- Cannot be currently receiving support services from HealthRIGHT 360, Reentry Network and its providers

What are the *requirements* to become a Mentor-Navigator?



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Anyone interested in becoming a Mentor-Navigator must undergo an application and screening process. Each applicant must successfully complete the following steps:

- Attend a Mentor-Navigator program orientation and submit a written application
- Undergo a background and criminal records check via Live Scan fingerprinting
- Interview with a panel of Reentry Network staff and partners
- Agree to have an average 2-5 hours per week available to the program
- Agree to attend monthly supervision meetings
- Agree to utilizing online database or hard copy forms for case notes
- Agree to undergo performance reviews
- Agree to participate and successfully complete ongoing professional development activities and trainings when available
- Agree to abide by all policies and procedures set forth by HealthRIGHT 360/Reentry Network pertaining to the Mentor-Navigator program
- Respect the right to privacy and adhere to the Reentry Network's confidentiality statement

Mentor-Navigator Assignments

Mentor-Navigators will be assigned to a Mentee at various stages of the Mentee's reentry process. The Reentry Network believes that the reentry process begins as early as point of arrest, therefore Mentor-Navigators can be assigned during the critical points of the reentry process listed below:

1. **Pre-Sentencing** (in development) –A MN may be assigned to a Mentee who is awaiting sentencing, prior to incarceration or probation, depending on the impending charges and based on an assessment conducted by an FOC, in cooperation with the Sheriff's Department for jail clearance and an agreed upon recommendation from the offices of the District Attorney (DA) and Public Defender (PD). Then, the MN will work with the Mentee and his/her Public Defender (in Contra Costa County only) to develop a reentry plan, provide encouragement and support, and identify needed services. (Note: the Public Defender and the District Attorney will train their attorneys on this process.)
2. **Pre-Release** – During the pre-release phase, a MN may be assigned to a Mentee who is incarcerated in one of the three County Detention Facilities. With the assistance of the M/VC and the County Sheriff's Office, the MN will seek clearance to enter into the jails. Once assigned, the MN will work with his/her Mentee to identify the most relevant pre-release programs available to his/her



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Mentee, and assist the Mentee in successfully transitioning from pre- to post-release with the goal of successful reintegration.

The purpose of the monthly jail visits by FOCs is to educate the jail population on the Reentry Network, explain service opportunities, introduce them to the MN system, and begin to build the relationships and create the trust and enthusiasm needed to generate interest and connection. FOCs will also set up forums where interested returning residents can meet Mentor/Navigators, begin to develop strong pre-release relationships, and develop re-entry plans. All individualized pre-release planning and engagement activities will be done in coordination with the Contra Costa County Office of Education (CCCOE) Reentry Transitional Specialist and Sheriff's Office.

3. **Post-Release** – A MN may be assigned to a Mentee who is formerly incarcerated, has already reentered the community, and may or may not be under supervision. The MN, supported by M/VC will work with his/her Mentee to develop an individualized service plan and assist the Mentee in navigating the various programs and services available through the Reentry Network, as well as other community-based supports. The MN will then continue to serve as a champion and source of encouragement for the Mentee and help him/her realize that positive change is possible through perseverance and determination to achieve one's goals.
4. **Family Reunification & Mediation** - For the Reentry Network, family reunification is a key indicator of success, and often returning residents and their family members are challenged with facing the sometimes overwhelming responsibility and commitment to a restoration process that is required to heal and rebuild healthy and whole relationships. Additionally, the weight of family reunification may also be compounded if a returning resident has an active case with the local family court system and is court ordered to successfully complete his/her Children and Family Services (CFS) case plan.

In order to successfully support a participant's reunification process, a MN may be assigned once a case plan has been developed by the lead family reunification service provider or CFS. Supported by the Reentry Network Team and the lead family reunification service provider, the MN will provide information, guidance and support to the Mentee as it relates to the Mentee's reentry and family reunification plans. Because family reunification and mediation is a very sensitive



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process, assignments made in this area will be based on the request of the family reunification service provider.

Consideration for Mentor/Navigator Assignments to Families

MNs are, by the nature of their role, able to be aligned as an advocate and mentor to the returning resident to whom they are assigned. However, when family reunification requires extensive mediation, or when no assessment can be provided by CFS or other provider, it is critical that the MN request that two other DPC trained volunteers be assigned for mediation purposes from the Reentry Network pool.

This is important because mediators trained in the Dialogue for Peaceful Change (DPC) methodology must remain a neutral party throughout the mediation process. By assigning separate mediation teams when needed, the MN role can be preserved in meeting the holistic needs of the family.

All case management records, notes and status reports on the reunification process and appropriate confidentiality agreements and indemnification documents related to mediation as a part of family reunification efforts must be signed and forwarded to the FOC.

Why Dialogue for Peaceful Change (DPC) Trainings for MNs?

The Dialogue for Peaceful Change (DPC) methodology assists MNs in developing the skills and strategies to work with returning residents in addressing the conflicts, interpersonal dynamics, and issues they may face with their families as well as with service providers and others in the community as they navigate the reentry system and their personal reentry process. DPC training also helps MNs apply mediative communication in understanding the needs of the client and empowering the client to work toward effective outcomes and deal with competing interests that could block successful personal, organizational, and community outcomes.



**Contra Costa County Reentry Network
Application for Mentor/Navigator**



BACKGROUND INFORMATION

Name: _____ DOB: _____

Address: _____

Phone: _____ Email: _____

What is your preferred way of communication? _____

Gender: _____ Race/Ethnicity: _____
(Preferred)

Do you speak any language(s) other than English? Yes/No If yes, please specify: _____

Do you have a valid California Driver's License? Yes / No CDL/ID#: _____

Do you have an insured vehicle? Yes / No

HOBBIES or INTERESTS

What are your hobbies and interests? _____

RECOVERY

Are you in recovery? Yes / No

If yes, how much clean time do you have? _____

Have you ever been a sponsor? Yes / No

Do you attend regular meetings? Yes / No

If Yes, when and where? _____

EDUCATION:



**Contra Costa County Reentry Network
Application for Mentor/Navigator**



Specify highest level completed: _____

EMPLOYMENT:

Please provide information about your current or most recent employment:

Employer _____ Position _____

How many hours do you work per week? _____

Do you commute? _____

Please attach a copy of your current resume. (*Use and attach additional sheets of paper if necessary*)

Do you possess any special skills that may assist the Mentor/Navigator program in other ways (i.e. computer skills, group facilitation, training skills, marketing skills, sports)?

How many hours are you available during the week to volunteer with the Reentry Network? Please describe your time availability.

What does 'commitment' mean to you?

Please describe in your own words what motivates you to participate in the Reentry Network's Mentor-Navigator program and what skills would you bring as a volunteer?



**Contra Costa County Reentry Network
Application for Mentor/Navigator**



Please tell us about any previous volunteer experience you have had, especially any experience you have had working with returning residents and/or other similarly diverse populations.

I hereby declare the information provided by me in this application is true, correct and complete to the best of my knowledge. I understand that if accepted, any misrepresentation or omission of fact will cause my disqualification and/or immediate termination.

I understand that by submitting this application, I am authorizing inquiries to be made concerning my suitability as a HealthRIGHT 360/Contra Costa Reentry Network volunteer. This will include a criminal background check. Any applicant having current criminal charges pending will not be accepted as a Reentry Network volunteer. The information requested in this application plus any other information that may be



**Contra Costa County Reentry Network
Application for Mentor/Navigator**



obtained during the process will be used only for the purposes of determining suitability as a Reentry Network volunteer. All information will be held in strict confidence.

Criteria used in the selection of Reentry Network volunteers will ensure that the individual is able to meet the responsibilities of a Mentor-Navigator. No individual will be rejected because of race, color, religious creed, national origin, sex, sexual orientation, gender identity, age, marital status or disability.

Applicant's Signature

Date

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**Contra Costa County Reentry Network
Confidentiality Agreement**

This agreement is entered into this _____ day of _____, 2017 by and between _____, and the Contra Costa County Reentry Network (The Network).

Throughout the duration of my service as a volunteer for the Contra Costa County Reentry Network, I acknowledge I will have access to information considered confidential and/or proprietary. Such information relates to client information, criteria or decisions made with regard to the business of Reentry Network.

Because confidential and proprietary information is crucial to the operation of the Network, and the Network assumes obligation to protect such information, I agree that I will not use, publish or disclose client information during or subsequent to my voluntary participation for the Network and I will preserve the restricted nature of this information except to the extent that it becomes publicly available, or is otherwise lawfully obtained outside the scope of this agreement from third parties.

To the extent allowed under the California Public Records Act, I as Reentry Network volunteer agree to comply with all applicable state or federal statutes or regulations respecting confidentiality, including but not limited to, the identity of persons served under this agreement, and assure that no person will publish or disclose or permit or cause to be published or disclosed, any list of persons receiving services, except as may be required in the administration of such service. I as Reentry Network volunteer agree to inform all employees, agents and partners of the above provisions, and that any person knowingly and intentionally disclosing such information other than as authorized by law may be guilty of a misdemeanor.

Please initial if you have read and understand the following paragraph. X

I hereby certify that I have read, understand and agree to the Contra Costa County Reentry Network Statement of Confidentiality.

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(Print) Name of Volunteer

Signature of Volunteer

Date

Field Operations Coordinator

Date



CONTRA COSTA COUNTY REENTRY NETWORK INTAKE FORM

Intake Staff Name:			Intake Date:	
PARTICIPANT INFORMATION				
Last name:	First name:	DL/ID #: State:	Are you a Veteran? <input type="checkbox"/> Yes <input type="checkbox"/> No	Marital status: <input type="checkbox"/> Single <input type="checkbox"/> Married <input type="checkbox"/> Widowed <input type="checkbox"/> Separated <input type="checkbox"/> Divorced
Address:				
Primary Language:		Ethnicity/Race:	Birth date:	Age:
Gender: <input type="checkbox"/> Gender Fluid <input type="checkbox"/> Gender Queer <input type="checkbox"/> Female <input type="checkbox"/> Male <input type="checkbox"/> Transgender <input type="checkbox"/> Other <input type="checkbox"/> Decline to State			Orientation: <input type="checkbox"/> Bisexual <input type="checkbox"/> Gay <input type="checkbox"/> Heterosexual <input type="checkbox"/> Lesbian <input type="checkbox"/> Queer <input type="checkbox"/> Other <input type="checkbox"/> Decline to State	
Social Security #:		Home phone #:	Cell phone #:	
Which forms of ID do you currently have: <input type="checkbox"/> State ID <input type="checkbox"/> Driver's License <input type="checkbox"/> Social Security Card				
Previous client? <input type="checkbox"/> Yes <input type="checkbox"/> No				
INCARCERATION HISTORY				
Last date of incarceration:		Pending charges and or cases? <input type="checkbox"/> Yes <input type="checkbox"/> No (specify)		
When were you last incarcerated?				
Facility Name	Level	Start Date	Release Date	
	<input type="checkbox"/> County <input type="checkbox"/> State <input type="checkbox"/> Federal			
	<input type="checkbox"/> County <input type="checkbox"/> State <input type="checkbox"/> Federal			
	<input type="checkbox"/> County <input type="checkbox"/> State <input type="checkbox"/> Federal			
	<input type="checkbox"/> County <input type="checkbox"/> State <input type="checkbox"/> Federal			
Have you ever been incarcerated in a Contra Costa County jail? <input type="checkbox"/> Yes <input type="checkbox"/> No How many times have you been incarcerated? _____ What age were you first arrested? _____ <input type="checkbox"/> Unsure How much total time have you spent in jail or prison? _____ <input type="checkbox"/> Unsure				
Check ALL that apply:				
<input type="checkbox"/> I am currently on AB109 Probation in Contra Costa County				
<input type="checkbox"/> I am currently on felony Probation in Contra Costa County				
<input type="checkbox"/> I have spent at least 30 days in any jail/prison and was released in the last 3 years.				
<input type="checkbox"/> I am currently pre-trial				
<input type="checkbox"/> I am currently on informal probation				
<input type="checkbox"/> I have been convicted of felonies and in special court program				
<input type="checkbox"/> I am currently on parole				
<input type="checkbox"/> I am under supervision out of county (Location) _____				



CONTRA COSTA COUNTY REENTRY NETWORK INTAKE FORM

☐ I am formerly incarcerated out of county (Location) _____

☐ Other: Please specify: _____

Name of Probation/Parole Officer: _____

EMPLOYMENT/ WORK HISTORY

Do you currently have a job? ☐ Yes ☐ No

If no: *Are you currently looking for a job? ☐ Yes ☐ No

If you're not seeking employment, can you tell us why? ☐ Disabled ☐ Retired ☐ Other, Please specify _____

Please list up to your last 3 positions, most recent first.

Employer _____ Position/ Title _____

Job start date: _____ Job end date: _____ Ending pay rate: \$ _____ Reason for leaving: _____

Employer _____ Position/ Title _____

Job start date: _____ Job end date: _____ Ending pay rate: \$ _____ Reason for leaving: _____

Employer _____ Position/ Title _____

Job start date: _____ Job end date: _____ Ending pay rate: \$ _____ Reason for leaving: _____

Check the job sectors you're interested in finding work:

☐ Automotive ☐ Business ☐ Communications ☐ Construction ☐ Finance ☐ Government ☐ Health Services ☐ Hospitality ☐ Culinary
☐ Information Technology ☐ Manufacturing ☐ Personal Services ☐ Public Utilities ☐ Social Services ☐ Transportation ☐ Retail

Do you have work history in the sectors checked above? ☐ Yes ☐ No

INCOME, BENEFITS, AND FINANCIAL

☐ Employment \$ _____

☐ Unemployment Insurance

☐ Workers Compensation

☐ CalFresh

☐ General Assistance

☐ CalWORKs

☐ SSI/ SDI

- Does your disability prevent you from working? ☐ Yes ☐ No

☐ Child Support

☐ Other _____

Before being incarcerated, were you receiving benefits? _____

Do you have any savings? ☐ Yes ☐ No

Do you have any debt? ☐ Yes ☐ No

If yes, how much? \$ _____



CONTRA COSTA COUNTY REENTRY NETWORK INTAKE FORM

Are you required to make child support payments? ☐ Yes ☐ No

If yes, are you behind on your child support payments? ☐ Yes ☐ No

If yes, how much? \$ _____

Are you required to pay restitution? ☐ Yes ☐ No

If yes, how much? \$ _____

Do you owe any other legal fees and/ or fines? ☐ Yes ☐ No

If yes, how much? \$ _____

EDUCATION

Highest level of education you've completed?

☐ Elementary school ☐ Middle school ☐ Some high school (NO GED) ☐ Some high school + GED ☐ High School Diploma
☐ Some College ☐ Associates Degree (AA) ☐ Bachelor Degree (B.A., B.S.) ☐ Master Degree (M.A., M.S., etc.) ☐ Doctorate (Ph.D. / M.D. etc.) ☐ Unknown

HEALTH

Physical Health:

Any Chronic health conditions?

☐ Asthma ☐ Diabetes ☐ Heart Condition ☐ High blood pressure ☐ Other

Are you currently taking any medication? ☐ Yes ☐ No ☐ Specify/ Notes: _____

When was the last time you saw a doctor? _____

Mental Health Diagnosis?	<input type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> Specify/Notes
Substance Use History?	<input type="checkbox"/> Yes, Alcohol, Drugs	<input type="checkbox"/> No <input type="checkbox"/> Specify/Notes
Any Physical Limitation?	<input type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> Specify/Notes
Any Developmental Disabilities?	<input type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> Specify/Notes
Other Medical Conditions?	<input type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> Specify/Notes

Do you have any health conditions that may limit your ability to work or live independently?

☐ Yes ☐ No ☐ I Don't Know

*If yes, please specify your condition _____

Medical Benefits: ☐ Uninsured ☐ Medi-Cal ☐ Private (employer)(individual)(covered CA) ☐ Don't know/Not sure

☐ Other PLEASE SPECIFY: _____

HOUSING

Are you currently homeless? ☐ Yes ☐ No Where did you live before you were incarcerated? _____

If no, are you in safe and stable housing? ☐ Yes ☐ No

Please specify your living situation _____



CONTRA COSTA COUNTY REENTRY NETWORK INTAKE FORM

Do you have an established rental history? ☐ Yes ☐ No

Any evictions? _____

Do you have any residency restrictions? ☐ Yes ☐ No ☐ Specify _____

FAMILY/ HOUSEHOLD

Family/ Household:

Do you have any family locally? ☐ Yes ☐ No

If yes, who and where? _____ Do you have positive relationships with family member(s)? ☐ Yes ☐ No

Do you have any dependent children? *Dependent children are children 17 years old or younger who are currently living with you full time AND can be claimed as dependents on your tax return or you receive some form of public assistance (TANF, SSI, Foster Care payments, etc.) for their support?*

☐ Yes ☐ No *If yes, how many dependent children _____ Age(s) _____

Do you have any non-dependent children? *Non-dependent children are 17 years or younger who are NOT currently living with participant.*

☐ Yes ☐ No *If yes, how many non-dependent children _____ Age(s) _____

Where and with whom do they live? _____

Are your children attending school regularly? ☐ Yes ☐ No

Do you have concerns about their care and well-being? ☐ Yes ☐ No

If yes, specify _____

Do you get along well with the person caring for your child(ren)? ☐ Yes ☐ No

How much contact do you have with them? _____

Related Contacts:

In case of an emergency, who should we contact?

Name: _____ Phone #: _____

Address: _____

Relationship: _____

COMMUNITY SUPPORT

Do you have many, some, few or no law-abiding social supports? _____

Who is your support system? _____

Do you have a religious affiliation? ☐ Yes ☐ No

If yes, what is your affiliation? _____

Would you like to be connected to a mentor? ☐ Yes ☐ No ☐ Unsure

TRANSPORTATION

What types of transportation do you use? _____

If you have a car, is the registration current and do you have insurance? _____

What concerns do you have about transportation? _____



CONTRA COSTA COUNTY REENTRY NETWORK INTAKE FORM

SERVICES REQUESTED

- | | |
|--|---|
| <input type="checkbox"/> Housing
<input type="checkbox"/> Employment
<input type="checkbox"/> Educational/ Vocational Training
<input type="checkbox"/> Substance Use Treatment
<input type="checkbox"/> Legal Aid (i.e. family, financial, immigration, employment, education, etc.)
<input type="checkbox"/> Transportation | <input type="checkbox"/> Recovery Support (i.e. Out Patient, Support Group, NA, AA, etc.)
<input type="checkbox"/> Mental Health Services
<input type="checkbox"/> Peer Support
<input type="checkbox"/> Family Reunification

<input type="checkbox"/> Counseling or Therapeutic Services
<input type="checkbox"/> ID/DL/SSC/Birth Certificate |
|--|---|

READ AND SIGN BELOW

All answers are strictly confidential

I give authorization for my basic and personal information (including, but not limited to, name, gender, birth date, ethnicity, marital status, household configuration, military status, primary languages spoken, and non-confidential services requested and received: to be shared with organizations within the AB 109 Reentry Network & HealthRIGHT 360 family of programs in order to assist me in gaining access to services that I may need including housing, employment, financial assistance, vocational services, counseling and medical/mental health treatment. I understand that as I receive services, information will be collected about me and entered into an online shared data management information system operated by the Reentry Network/HealthRIGHT 360. My name and other identifying information on the online shared data management information system will not be shared with any agency not participating in the system (unless required to do so by law). I understand that the current list of participating Partner Agencies may change over time to include other agencies that provide housing or other services, and I give authorization for my information to be shared with any new Partner Agency. I understand that authorizing my information to be entered into the online shared data management information system is voluntary. Refusing to do so will not limit my access to enrollment or other services. I understand that I have the right to receive a copy of my information upon written request. I understand that I may cancel this authorization at any time by written request to the Reentry Network/HealthRIGHT 360, 5119 Lone Tree Way, Antioch, CA 94531, but that the cancellation will not be retroactive.

Participant signature

Date

Agency Representative signature

Date

APPENDIX 2.10



Individual Service Plan

Participant Name:	Date:	Probation (DPO):	Field Operations Coordinator:
-------------------	-------	------------------	-------------------------------

RECOMMENDED EVIDENCE BASED PRACTICES CURRICULUM

☐ Relapse Prevention

☐ Anger Management

☐ Family/Parenting Wellness _____

☐ Thinking For Change

☐ Other: _____

	Goal	Action	Motivational Incentive	Target Date
Treatment & Rehabilitation				
Educational & Vocational				
Ancillary Services				

**Individual Service Plan**

Staying Free				
Housing				
Employment				
Public Benefits				
Civil/ Legal Issues				

APPENDIX 2.10



Individual Service Plan

Parenting/ Custody Issues				
Family & Relationship Issues				

Notes: _____

Participant Signature: _____

Date: _____

FOC / Case Manager Signature: _____

Date: _____

Network Manager Signature: _____

Date: _____



CONTRA COSTA COUNTY REENTRY NETWORK

PROGRAM INTEREST FORM

CONTACT INFORMATION:

Full Name: _____
Last First M.I.

Phone Number: _____ Alternate Phone: _____

Email: _____

BACKGROUND STATUS:

P.O./Parole Officer: _____ Phone Number: _____

Please check all that apply:

- ☐ I am currently on AB109 Probation in Contra Costa County.
- ☐ I am currently on Felony Probation in Contra Costa County.
- ☐ I have been released from custody (county jail, state prison, or federal prison) within the past 3 years and spent at least 30 days in-custody.
- ☐ I am currently pre-trial.
- ☐ I am currently on informal probation.
- ☐ I have been convicted of felonies and in a special court program.
- ☐ I am currently on parole.
- ☐ I am under supervision out of county (Location) _____
- ☐ I am formerly incarcerated out of county (Location) _____

SERVICES REQUESTED:

- | | |
|--|---|
| <input type="checkbox"/> Employment Support | <input type="checkbox"/> Substance Abuse Treatment/Recovery Support |
| <input type="checkbox"/> Housing Assistance | <input type="checkbox"/> Mentor Support |
| <input type="checkbox"/> Vocational Training/ Education | <input type="checkbox"/> Mental Health/Counseling |
| <input type="checkbox"/> ID/ Social Security/ Birth Certificate/Driver's License | <input type="checkbox"/> Family Support |
| | <input type="checkbox"/> Legal Services |

HOUSING:

Current Address: _____
Street City State/Zip



APPENDIX 2.11

Are you or will you be homeless? _____

If living in or awaiting placement in a shelter, please list shelter name & location _____

How did you hear about us? _____

Notes:



CONTRA COSTA COUNTY REENTRY NETWORK APPLICATION FOR MENTEE

Name: _____ DOB: _____

Address: _____

Phone: _____ Email: _____

What is the best time to reach you by phone? _____

BACKGROUND INFORMATION

Gender: _____ Ethnicity: _____
(Preferred)

Other than English, what other languages do you speak? _____

Do you have a valid California Driver's License? Yes / No CDL/ID#: _____

Do you have an insured vehicle? Yes / No / NA

HOBBIES or INTERESTS

What are your hobbies and interests?

RECOVERY

Are you in recovery? Yes / No Do you need recovery support? Yes / No

If currently clean and sober, how long have you maintained your sobriety? _____

Do you have a sponsor? Yes / No

Do you attend regular meetings? Yes / No



APPENDIX 2.12

If Yes, when and
where? _____

MENTEE & MENTOR QUALITIES

Why would you like to partner with a Mentor?

Please describe the type of Mentor that would be ideal for you:

What are your goals for the future?

In what areas of your life do you need guidance or coaching in order to achieve your future goals?

RELEASE OF INFORMATION

All answers are strictly confidential

I give authorization for my basic and personal information (including, but not limited to, name, gender, birth date, ethnicity, marital status, household configuration, military status, primary languages spoken, and non-confidential services requested and received: to be shared with organizations within the AB 109 Reentry Network, HealthRIGHT 360 family of programs, and Reentry Network Mentor-Navigators in order to assist me in gaining access to services that I may need including housing, employment, financial assistance, vocational services, counseling and



APPENDIX 2.12

medical/mental health treatment. I understand that as I receive services, information will be collected about me and entered into an online shared data management information system operated by the Reentry Network/HealthRIGHT 360. My name and other identifying information on the online shared data management information system will not be shared with any agency or persons not participating in the system (unless required to do so by law). I understand that the current list of participating Partner Agencies and Reentry Network Mentor-Navigators may change over time to include other agencies and volunteers that provide other services, and I give authorization for my information to be shared with any new Partner Agency or Reentry Network Mentor-Navigator. I understand that authorizing my information to be entered into the online shared data management information system is voluntary. Refusing to do so will not limit my access to enrollment or other services. I understand that I have the right to receive a copy of my information upon written request. I understand that I may cancel this authorization at any time by written request to the Reentry Network/HealthRIGHT 360, 5119 Lone Tree Way, Antioch, CA 94531, but that the cancellation will not be retroactive.

Participant signature

Date

Field Operations Coordinator signature

Date



Contra Costa County Reentry Network Mentee Match Information Sheet

*All Mentor-Navigators will be given a completed Mentee Match Information Sheet by the Reentry Network Team as notification of their assigned Mentee. This form provides a description of the Mentee's background information, goals and interests. All information on this form should be kept confidential and must only be in the possession of the assigned Mentor-Navigator and any staff member of the Reentry Network. Any questions regarding Mentor assignments should be directed to the Mentor/Volunteer Coordinator.

Name: _____ DOB: _____

Address: _____

Phone: _____ Email: _____

What is the best time to reach you by phone? _____

Probation Officer name: _____ Field Op: _____

BACKGROUND INFORMATION

Gender: _____ Ethnicity: _____
(Preferred)

Other than English, what other languages do you speak? _____

Do you have a valid California Driver's License? Yes / No CDL/ID#: _____

Do you have an insured vehicle? Yes / No / NA

HOBBIES or INTERESTS

What are your hobbies and interests? _____

RECOVERY

In recovery? _____

If yes, how much clean and/or sober time? _____

Recovery sponsor? _____

Attend regular meetings? _____ If Yes, when and where? _____

**MENTEE INFORMATION:**This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



APPENDIX 2.14

**This report provides an update on Network participants' status in enrolled programs and with the Reentry Network Team after intake and service plan.*

REENTRY NETWORK TEAM - MONTHLY PARTICIPANT UPDATES REPORT								
FIRST NAME	LAST NAME	STATUS	REFERRAL DATE	INTAKE DATE	REFERRAL SOURCE	FOLLOW UP DATE	ISP/ INTAKE	STATUS NOTES
		AB 109	1/31/2017	3/16/2017	PROBATION	5/25/2017	Y	I was notified through communication with DPO that participant is in custody in another county and will update me on his status when he is transported back to Contra Costa County.
		AB 109	2/9/2017	3/17/2017	PROBATION	5/25/2017	Y	Participant has been engaged and looking forward to securing training funding through the Agency Truck Driving. We are currently attempting to clear his driving record. I just furnished Clipper and Bus cards for him today.
		COURT		2/24/2017	REENTRY NETWORK	5/8/2017	Y	Participant is currently attempting to locate some form of permanent housing. Agency will help him with a one-time deposit or first month assistance. Participant states that he does not need other services at this time.
		AB 109	2/10/2017	3/21/2017	PROBATION	7/13/2017	Y	Alex has connected with CoCo Soars. He has met all of their requirements and is excited about getting started.
		AB 109	2/15/2017	4/4/2017	PROBATION	7/6/2017	Y	Participant has been focused on his goals and plans from the onset. He has done a great job at Agency and just got hired at their new location. More importantly he completed a great portion of his CFS plan and will start having his child stay with him 4 nights a week.



APPENDIX 2.15

**This report details the number of contact attempts made by the Reentry Network Team to referred clients before intake.*

REENTRY NETWORK TEAM – REFERRAL OUTREACH REPORT									
FIRST NAME	LAST NAME	STATUS	REFERRAL DATE	REFERRAL AGENCY	REFERRAL SOURCE	SOURCE CONTACT INFO	OUTREACH DATE 1	OUTREACH DATE 2	OUTREACH DATE 3
		AB 109	5/1/2017	PROBATION	JANE DOE	JANE.DOE@PROB.CCCOUNTY.US	5/30/2017		
		AB 109	5/1/2017	PROBATION			5/4/2017	5/26/2017	
		AB 109	5/1/2017	PROBATION			5/1/2017	5/2/2017	5/4/2017
		AB 109	5/1/2017	PROBATION			5/1/2017	5/4/2017	5/15/2017
		AB 109	5/1/2017	PROBATION			5/1/2017		
		AB 109	5/1/2017	PROBATION			5/4/2017		
		AB 109	5/3/2017	YOUTH DEVELOPMENT CENTER			5/3/2017		
		AB 109	5/3/2017	EMPLOY PROVIDER			4/28/2017	5/2/2017	
		AB 109	5/5/2017	PROBATION			5/8/2017	5/11/2017	
		AB 109	5/8/2017	PROBATION			5/9/2017	5/11/2017	5/17/2017
		AB 109	5/10/2017	PROBATION			5/19/2017		
		AB 109	5/11/2017	PROBATION			5/25/2017		
		AB 109	5/12/2017	PROBATION					
		AB 109	5/17/2017	PROBATION			5/26/2017		
		AB 109	5/17/2017	PROBATION			5/9/2017	5/18/2017	5/26/2017
		GEN POP.	5/17/2017	LEGAL AID PROVIDER			5/22/2017		
		AB 109	5/22/2017	LEGAL AID PROVIDER			5/23/2017		
		AB 109	5/22/2017	HOUSING PROVIDER			5/23/2017	5/26/2017	



APPENDIX 2.16

**This report provides monthly details on the number of incoming referrals to the Reentry Network Team and their referral sources.*

REENTRY NETWORK TEAM - MONTHLY INCOMING REFERRALS

Network Incoming Referrals	
Total Referrals:	40
Total Men:	38
Total Women:	2
Total AB109:	29
Total General Supervision:	11
Total Pre-Trial:	0

FIRST NAME	LAST NAME	STATUS	REFERRAL DATE	REFERRAL SOURCE	REFERRAL METHOD	DPO	REFERRAL TYPE
		FELONY PROBATION	4/24/2017	PUBLIC DEFENDER	EMAIL	N/A	NETWORK SUPPORT
		COURT PROBATION	4/28/2017	PUBLIC DEFENDER	EMAIL	N/A	NETWORK SUPPORT
		AB 109	5/1/2017	PROBATION	EMAIL	JANE DOE	NETWORK MENTORING
		AB 109	5/1/2017	PROBATION	EMAIL	JOHN DOE	NETWORK SUPPORT
		AB 109	5/1/2017	PROBATION	EMAIL	JIMMY DOE	NETWORK MENTORING
		AB 109	5/1/2017	PROBATION	EMAIL		NETWORK SUPPORT
		AB 109	5/2/2017	PROBATION	EMAIL		NETWORK SUPPORT
		AB 109	5/3/2017	PROBATION	EMAIL		NETWORK SUPPORT
		AB 109	5/3/2017	PROBATION	EMAIL		NETWORK MENTORING
		IN CUSTODY	5/3/2017	IN-CUSTODY PROVIDER	EMAIL	N/A	NETWORK SUPPORT
		PAROLE	5/3/2017	NWD	EMAIL		



INCIDENT REPORT

Incident Date _____ Incident Time _____

Client(s) Involved/Injured Information (Name(s), Age, Sex, and Admission date):

Program Name _____ City/County _____

Report Date _____ Location of Incident (Where) _____

Summary of Incident (attach additional pages if necessary)

Did the incident result in death? __ Yes __ No

Police involvement __ Yes __ No EMS/Ambulance involvement __ Yes __ No

Fire Dept. involvement __ Yes __ No Hospitalization required __ Yes __ No

Corrective Action Taken: _____

Supervising staff on duty: _____ Title: _____

Witness(es) to the incident: _____

Preventive measures against future occurrences: _____

APPENDIX 2.17

This report was filed by:

Name: _____

Title: _____

Phone Number #: _____

Signature: _____ Date: _____

(guidelines for reporting incidents on the following page)



Guidelines for Reporting Incidents

When to report to HealthRIGHT360:

1. In the event of an incident or notification of an incident that takes place involving a client of HealthRIGHT 360, a staff member (preferably the staff involved or witness of incident) must complete an incident report.
2. **Email information relating to the incident immediately to Reentry Network staff so that it can be reported to required regulating agencies.**
3. Supervisor must review all incident reports.
4. Reportable incidents include:
 - 1) Unusual or unsettling behavior
 - 2) Client injury (whether a medical intervention is involved or not)
 - 3) Client Self-Harm (i.e. suicide or cutting)
 - 4) Any Tarasoff (duty to warn) situations
 - 5) Inappropriate/Unprofessional by staff (if staff denies treatment or services to client based on reasons beyond program requirements, i.e. sexuality)
 - 6) Psychiatric emergency
 - 7) Medical emergency
 - 8) Property damage
 - 9) Fire
 - 10) Act of violence
 - 11) When a Child Protective Services or Adult Protective Services report is filed
 - 12) Death
 - 13) Medication issues
 - 14) Communicable disease
 - 15) Weapons/drugs found
 - 16) Unauthorized/unlawful visitors (i.e. if client has a restraining order against visitor and they are threatening to harm them)
 - 17) Theft of service provider property or the property of a fellow client
 - 18) Any incident that occurs off-site
5. Incident reports must include the following information:
 - ☐ Person's Served Name and Date of Birth;
 - ☐ Date and time of incident
 - ☐ Facility and program name
 - ☐ Exact location of event
6. **Email formal reports within 24 hours of incident to the Reentry Network**
E-Mail: erahmanovic@healthright360.org and pguillory@healthright360.org

No Wrong Door
Memorandum of Understanding (MOU) Between HealthRIGHT360 and
(Insert NWD Agency name here)

Whereas healthRIGHT360 (HR360), a non-profit agency has been awarded a contract by the County of Contra Costa to act as the Reentry Network (The Network) for AB-109 and other Returning Residents and;

Whereas collaboration between faith-based organizations, community organizations, law enforcement and Probation has proven to be an effective means of connecting Returning Residents to Network services and;

Whereas, working collaboratively, these community partners are willing to act as *No Wrong Door* (NWD) sites strategically located in various geographical locations to allow for immediate access to Returning Residents for the purpose of connecting them to Network services and;

Whereas (Insert NWD agency here) is willing and able to act as a No Wrong Door site and HR360 is willing and able to act as a service coordinator for Network services and in consideration of the mutual terms set forth herein, the parties hereby agree as follows:

No Wrong Door agency will:

- ☐ Provide meeting space for Returnees, Field Operations Coordinator and/or Probation to assess the Returnee's needs and the best course of action to match said needs to available services in the community;
- ☐ Refer AB-109 and other eligible Returning Resident to HR360 Field Operations Coordinator or other authorized HR360 representative in order to obtain immediate Network services;
- ☐ Provide AB-109 Returning Residents with information about the Reentry Network resources;
- ☐ Participate in Reentry Network trainings and quarterly meetings.

Cooperatively, HR 360 will:

- ☐ Accept referral from No Wrong Door partner;
- ☐ Obtain a Release of Information from Retuning Resident to allow for discourse between the two agencies to optimize successful outcomes and to coordinate services;
- ☐ Deliver services to the Returning Resident referred by the No Wrong Door partner;
- ☐ Provide trainings and technical assistance to the No Wrong Door partner.

This MOU shall become effective upon signature of both parties and will end on June 30, 2018 or when HR360 contract is terminated by the County. Also, the MOU may be modified with mutually agreed upon written amendments. The MOU *is not a commitment of funds in any form and does not constitute a formal contract for services*. The MOU is at an at-will basis and may be terminated by either party with 30-day written notice to the other party or modified through written consent of both parties.

Both parties agree to the above stated terms as evidenced by the signatures of their authorized representatives.

NWD Agency _____ Service Address _____ Phone # _____

Authorized Representative (Print) _____ Signature _____ Date _____

HR360 Representative (Print) _____ Signature _____ Date _____

APPENDIX 2.19 - HR360/REENTRY NETWORK IMPLEMENTATION TIMELINE: FY 2017-2018

Activity	Staff Responsible	Milestones	Jul 17	Aug 17	Sept 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18
Triage														
Convene meetings with Contra Costa County (CCC), Probation Department, Antioch PD, Concord PD, and Pittsburg PD to develop protocols.	Network Manager & FOCs	Development of written agreements between the Network and LEAs with descriptions delineating roles, responsibilities and protocols.		X		X		X						
Convene meetings with Contra Costa County Office of Reentry and Justice, Public Defender's Office, and District Attorney's Office to formalize agreements of participation.	Network Manager	Development of written agreements between the Network, ORJ, Public Defender's Office and District Attorney's Office of the individual agency's involvement in the triage practice.				X		X						
Launch triage strategy & engagement	Network Manager & FOCs	Conducted trainings for LEAs, Public Defender's Office, and District Attorney staff, and streamline coordination between LEAs & Network							X	X	X	X	X	X
Pre-Release Planning & Engagement														
Participate in the implementation of the County's Pre-Release Planning Pilot	Network Manager & FOCs	Signed MOA, participation in Steering Committee and Operations Workgroup meetings, and provide staff support for implementation launch	X	X	X	X	X	X	X	X	X	X	X	X

APPENDIX 2.19 - HR360/REENTRY NETWORK IMPLEMENTATION TIMELINE: FY 2017-2018

Activity	Staff Responsible	Milestones	Jul 17	Aug 17	Sept 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18
Plan and coordinate services during pre-release in collaboration with the County Office of Education and Sherriff's Office	FOCs	<ol style="list-style-type: none"> 1. Reentry plans are created during pre-release and shared electronically for greater efficiency, and service referrals are initiated through the AB 109 shared data system. 2. Pre-release visits with clients will continue. 		X	X	X	X	X	X	X	X	X	X	X
Orientate and prepare currently incarcerated individuals for release.	Network Manager & FOCs	<ol style="list-style-type: none"> 1. Conducted jail presentations with providers 2. Inclusion of Reentry Network services in CCCOE's reentry curriculum 3. Disbursed monthly newsletter for inmates in Contra Costa County detention facilities 4. Recruitment and training for Mentor-Navigators on pre-release assignments 5. Provided capacity support for pre-release liaison providers. 		X	X	X	X	X	X	X	X	X	X	X

APPENDIX 2.19 - HR360/REENTRY NETWORK IMPLEMENTATION TIMELINE: FY 2017-2018

Activity	Staff Responsible	Milestones	Jul 17	Aug 17	Sept 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18
Convene meeting with County Workforce Development, County Office of Education, Sherriff's Office, Los Medanos College and Liaison Service Providers to assess current functionality of existing pathways to vocational and educational opportunities for formerly incarcerated individuals.	Network Manager	1. Identify structural challenges to accessing resources and remedial actions required with dates of completion. 2. Development of signed partnership agreements between agencies delineating roles, responsibilities, and timelines.	X	X	X									
Mentor/Navigator Pre-Sentencing Assignments														
Convene meeting with District Attorney and Public Defender's offices to develop protocols.	Network Manager	Development of written agreements between the Network and the DA and Public Defenders offices with descriptions delineating responsibilities and protocols.					X	X						
Convene training(s) for District Attorney and Public Defender's attorneys, and Mentor/Navigators.	Network Manager, MVC, FOCs	1. Conducted 1-2 trainings per agency on the Reentry Network system and Mentor/Navigator Assignments 2. Conducted training and ongoing supervision of MNs						X	X	X				

APPENDIX 2.19 - HR360/REENTRY NETWORK IMPLEMENTATION TIMELINE: FY 2017-2018

Activity	Staff Responsible	Milestones	Jul 17	Aug 17	Sept 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18
Reentry Network and Reentry Success Center Collaboration														
Implementation of joint communications effort to inform the reentry community about available resources and client successes, and inform stakeholders about partner activities	Network Manager & AC	<ol style="list-style-type: none"> 1. Development and disbursement of monthly newsletters for inmates in Contra Costa County detention facilities 2. Development of electronic newsletter to reentry system partners and stakeholders 	X	X	X	X	X	X	X	X	X	X	X	X
Implementation of AB 109 program data integration and shared measurement system	Network Manager	<ol style="list-style-type: none"> 1. Development of standard intake forms, data reporting templates, and shared client measures. 2. Licensing, software development, and data administration procured. 3. Conducted data system training across programs. 4. Ability to utilize data analysis toward effective management of projects, and monitor and aggregate clients' progress. 		X	X	X	X	X	X	X	X	X	X	X

APPENDIX 2.19 - HR360/REENTRY NETWORK IMPLEMENTATION TIMELINE: FY 2017-2018

Activity	Staff Responsible	Milestones	Jul 17	Aug 17	Sept 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18	May 18	Jun 18
Departmental Trainings														
Convene agency-wide trainings per request.	Network Manager, FOCs, and AC	1. Survey agency staff interests in specific training programs. 2. Development and disbursement of annual calendar of trainings.	X			X			X			X		
Community Outreach & Engagement														
Outreach for community involvement and ongoing efforts to educate local stakeholders about the Network and any relevant developments, identify opportunities for new partnerships, and induce support for the Network's activities.	Network Team	1. Identify and make presentations to local community groups, service clubs and other organizations to support the Network's activities. 2. Partner with community organizations to enlist engagement strategies for public education		X	X	X	X	X	X	X	X	X	X	X



APPENDIX 2.20 - Network Collaborative Performance Objectives – Immediate and Long-Term

TABLE I. NETWORK COLLABORATIVE PERFORMANCE OBJECTIVES – IMMEDIATE AREAS OF FOCUS:

1. **SHARED VISION**
2. **NETWORK TEAM SUPPORT OF PARTNERS**
3. **MUTUALLY ACCOUNTABLE & INTERLOCKING RESPONSIBILITIES**
4. **SHARED DATA & MEASUREMENT**
5. **FOSTERING CONSISTENT AND CONTINUOUS COMMUNICATIONS**
6. **CULTURE OF LEARNING**
7. **CAPACITY OF NETWORK PARTNERS**

Shared Vision

Partners have a common understanding of the issue

- Partners and the broader community understand and can articulate the issue
- Partners understanding of the issue is informed by data

Partners have come to a consensus on the Network's ultimate goals and are committed to a shared vision for change

- Geographical boundaries and population targets are clear for all partners
- Partners accurately describe the goals of the Network

Partners have committed to addressing the issue using an adaptive approach with clearly articulated strategies and agreed upon actions

- Partners use data to inform selection of strategies and actions
- Partners show commitment to the elements of the shared vision
- Partners demonstrate flexibility and willingness to adapt strategies and tactics in the face of new information, successes, and challenges

Network Team Support of Partners

The Network Team effectively guides the Reentry Network vision and strategy(ies)

- The Network Team effectively engages partners in issues of strategic importance
- The Network Team serve as thought leaders/standard bearers for the Reentry Network
- The Network Team builds and maintains motivation and inspiration to achieve the Network's goals
- The Network Team celebrates and disseminates achievements of partners internally and externally
- Partners look to the Network Team for support, strategic guidance, and leadership



APPENDIX 2.20 - Network Collaborative Performance Objectives – Immediate and Long-Term

<p>The Network Team ensures alignment of existing activities in pursuit of new opportunities toward the initiatives goal</p> <ul style="list-style-type: none"> • The Network Team provides project management support, monitoring progress toward goals, and connecting partners to discuss opportunities, challenges, gaps, and overlaps • The Network Team convenes partners and key external stakeholders to ensure alignment of activities and pursue new opportunities • The Network Team creates paths for and recruits new partners so they become involved • The Network Team seeks out opportunities for alignment with other efforts
<p>The Network Team supports the collection and use of data to promote accountability, learning, and improvement</p> <ul style="list-style-type: none"> • The Network Team, in collaboration with the ORJ, regularly reviews data from the shared data system on progress toward goals and uses it to inform strategic decision making • The Network Team aggregates data across the Network and shares progress reports, lessons, and trends with partners and relevant external stakeholders
<p>The Network Team is helping to align sufficient funding to support the Reentry Network's goals</p> <ul style="list-style-type: none"> • New resources from public and private sources are contributed to the Reentry Network
<p>The Network Team has built public will, consensus, and commitment to the goals of the Reentry Network</p> <ul style="list-style-type: none"> • Community members are engaged in the Network's activities • A variety of communications are used to increase awareness and garner support for the Reentry Network
<p>Mutually Accountable & Interlocking Responsibilities</p>
<p>Partners are coordinating their activities to align with the Reentry Network plan</p> <ul style="list-style-type: none"> • Working groups or other collaborative structures are established to coordinate activities in alignment with the Reentry Network Plan • Partners have clear approaches/goals for their own contribution to their working group • Partners understand each other's work and how it supports the shared vision • Partners understand the roles of other working groups and how these support the shared vision • Partners collaborate within and across working groups • Partners hold each other accountable for implementing activities as planned
<p>Partners have filled gaps and reduced duplication of efforts</p> <ul style="list-style-type: none"> • Partners identify and implement new strategies or activities to address gaps and duplication



APPENDIX 2.20 - Network Collaborative Performance Objectives – Immediate and Long-Term

<p>Partners have (re)allocated resources to their highest and best use in support of the Reentry Network</p> <ul style="list-style-type: none"> • Partners' individual activities are changing to better align with the Reentry Network plan • Funders of partner organizations align their resources to support the Reentry Network plan
Shared Data & Measurement
<p>Partners understand the value of the shared data system</p> <ul style="list-style-type: none"> • Partners understand how they will participate in the shared data system • Partners feel a collective accountability for results
<p>The process of designing and managing the shared data system is participatory and transparent</p> <ul style="list-style-type: none"> • Partners continually re-assess indicators, data collection methods, and approaches to sharing findings as needed • Partners agree to data sharing agreement that supports ongoing collaboration
<p>The data system has been designed to track progress toward the Reentry Network's goals/outcomes</p> <ul style="list-style-type: none"> • The data system includes a common set of indicators and data collection methods that can provide timely evidence of (a lack of) progress toward the Reentry Network's goals/outcomes • The system provides a sufficient ranges of useful and timely reports
<p>The data system is well-designed and user friendly</p> <ul style="list-style-type: none"> • Partners find the system's interface to be intuitive and user friendly • The system can adapt to changes in measurement priorities and approaches as the initiative evolves
<p>Quality data on a set of meaningful indicators is available to partners in a timely manner</p> <ul style="list-style-type: none"> • Partners commit to collecting the data as defined in their individual service plans • Partners have the capacity to collect and input quality data • Partners know how to use the data system • Partners contribute quality data on a common set of indicators in a timely and consistent manner
<p>Partners use data from the data system to make decisions</p> <ul style="list-style-type: none"> • Partners have confident in the quality of the data • Partners regularly analyze and interpret data, synthesize findings, and refine plans as a collective • Partners use data to guide their own organizations' decision-making processes • Partners share lessons learned and how these lessons inform their practice



APPENDIX 2.20 - Network Collaborative Performance Objectives – Immediate and Long-Term

Sufficient funding and resources are available to support the technology platform, training, and technical support

- The data system platform functions reliably
- The data system platform ensures appropriate confidentiality
- High-quality technical support is provided to users when they need it

Fostering Consistent and Continuous Communications

Structures and processes are in place to engage partners, keeping them informed and inspired

- Working groups or other collaborative structures hold regular meetings
- Members of working groups or other collaborative structures attend and participate actively in meetings
- Partners communicate and coordinate efforts regularly (with and independently of the Network Team)
- Partners regularly seek feedback and advice from one another
- Timely and appropriate information flows throughout the cascading levels of linked collaboration
- Partners publicly discuss and advocate for the goals of the Network

Structures and processes are in place to engage external stakeholders, keeping them informed and inspired

- The Reentry Network engages external stakeholders in regular meetings and integrates their feedback into the overall strategy
- The Reentry Network regularly communicates key activities and progress with external stakeholders

Culture of Learning

The Reentry Network has established a culture of experimentation

- Partners are open to exploring new ideas and approaches
- Partners design and implement new approaches to advance their shared goals
- Partners adapt best practices from other fields/geographies to advance their shared goals

The Reentry Network has established structures and processes to support ongoing learning

- Learning structures and processes are embedded in the work of the Reentry Network
- Partners regularly make time for group reflection and discussion
- Partners openly and regularly share observations, lessons, setbacks, challenges, failures, and best practices with one another
- Partners raise questions and clarify assumptions and beliefs



APPENDIX 2.20 - Network Collaborative Performance Objectives – Immediate and Long-Term

The Reentry Network has established a culture of openness, transparency, and inclusion

- Decision-making processes are open and transparent
- Partners feel included in major decision-making processes
- The Reentry Network actively solicits and acts on feedback from community members and other external partners

The Reentry Network has established a culture of trust, respect, and humility among partners

- Network meetings provide participants with a sense of psychological safety
- Partners openly share their setbacks, challenges, and failures with one another
- Partners regularly seek feedback and advice from one another
- Partners trust each other
- People of different cultures and backgrounds feel respected and heard within the Reentry Network
- Partners collaborate with each other
- Partners feel supported and recognized in their Network related work

Capacity of Network Partners

The Reentry Network has sufficient financial resources to do its work as planned

- Sufficient funding is available over a multi-year period to support the Reentry Network's efforts
- Sufficient operating support is available to enable the Network Team to fulfill their responsibilities
- Funding received by the Reentry Network is responsive to the strategies and approaches used by the Reentry Network (i.e. innovative/experimental programs may require more flexible funding streams)

The Reentry Network has sufficient people and skills to do its work as planned

- The Network Team is skilled at strategic visioning and problem solving

The skills and capacities of partners have improved

- Partners report greater technical expertise related to the Reentry Network's goals/outcomes
- Partners' constituents report improvements in performance or effectiveness
- Partners report improved management and administrative capacity



APPENDIX 2.20 - Network Collaborative Performance Objectives – Immediate and Long-Term

TABLE II. NETWORK COLLABORATIVE PERFORMANCE OBJECTIVES – LONG-TERM AREAS OF FOCUS:

- 1. CHANGES IN PROFESSIONAL PRACTICE**
- 2. FUNDING & SUSTAINABILITY**
- 3. CHANGES IN CULTURAL NORMS**
- 4. CHANGES IN PUBLIC POLICY**

Changes in Professional Practice

Professional education and standards are evolving to support the goals of the Network

- Professional education/training are more aligned with the goals of the Network
- Professional standards are more aligned with the goals of the Network

Formal criminal justice system actors and other local institutions demonstrate increased responsiveness to community needs

- Formal criminal justice system actors and other local institutions better understand the population they serve and are better able to address their needs
- The population targeted by the Reentry Network are viewed as a priority among system actors
- The population targeted by the Reentry Network receive greater attention from system actors

Formal criminal justice system actors and other local institutions have improved service delivery capacity

- Formal criminal justice system actors and other local institutions adopt practices prioritized by the Reentry Network
- Formal criminal justice system actors and other local institutions have increased knowledge related to the goals of the Reentry Network
- Formal criminal justice system actors and other local institutions have increased capacity to use data to drive decision-making and program improvement
- Formal criminal justice system actors and other local institutions serving the target population report increase in staff motivation

Organizational and institutional policies evolve to support goals of the Reentry Network

- Formal and informal policies within organizations change or are adopted to support the Reentry Network's goals/outcomes
- Individual/organizational/institutional performance incentives are more aligned with the goals of the Reentry Network



APPENDIX 2.20 - Network Collaborative Performance Objectives – Immediate and Long-Term

Funding & Sustainability
<p>Philanthropic and public funders leverage funding for community reintegration and recidivism reduction through partnerships and collaborative funding efforts</p> <ul style="list-style-type: none">• Grantmakers participate in funding collaboratives to leverage resources toward community reintegration and recidivism reduction• Philanthropic and public funders engage in public-private partnerships to direct resources toward community reintegration and recidivism
Changes in Cultural Norms
<p>Social and cultural norms that govern individual behaviors are evolving to support the behavior change goals of the Reentry Network (i.e. from fear-based to strength-based)</p> <ul style="list-style-type: none">• Media messages support desired behavioral change targeted by the Reentry Network• Social media messages support desired behavioral change targeted by the Reentry Network• The public narrative surround the reentry population and community reintegration includes language and messaging that support the goals of the Reentry Network
Changes in Public Policy
<p>Progress is being made toward the development of policy in alignment with the Reentry Network's goals</p> <ul style="list-style-type: none">• Policy proposals are developed, informed, or vetted by the Reentry Network stakeholders• Relationships with policy makers are strengthened• Decision-makers and key policy stakeholders are aware of the consequences or impacts of policy/policies
<p>Policy or policies are implemented in alignment with the Reentry Network's goals/outcomes</p> <ul style="list-style-type: none">• Policies have adequate funding to be implemented• Policies are implemented equitably for the reentry population• Policy or policies are being enforced and/or maintained in alignment with the Reentry Network's goals/outcomes

ⁱ Preskill, Hallie, Marcie Parkhurst, and Jennifer Splansky Juster. "Guide to Evaluating Collective Impact Part 3: Supplement Sample Questions, Outcomes, and Indicators." FSG. <http://www.fsg.org/publications/guide-evaluating-collective-impact#download-area> (accessed May 30, 2017).